

# HIGHFIELD SURGERY

## NEWSLETTER

September  
2006

### Patient Questionnaire An Annual Event

You may have noticed that once again Questionnaires are being handed out in the Practice. We are required by the Primary Care Trust (PCT) to submit around 300 completed questionnaires annually.

In addition to supplying the PCT with information about how our practice is run, these questionnaires supply us, as a Practice, with valuable information on your view of our service delivery and customer care and this information will eventually influence any changes that are made to the running of Practice.

If you are asked to complete one of these questionnaires we would be grateful if you would take a few minutes before you leave the surgery to answer the questions as fully as possible. **Your views are important to us.**

The questionnaire will ask you for your written comments on certain issues and although they are completed anonymously we will, in future Newsletters, address some of your comments and let you know what we have done to improve our services as a result of your observations.

If you have not been asked to complete a questionnaire but feel you would like to, please ask the receptionist for a form.

### New On~Line Service

In March of this year we introduced a new on-line service. This new service allows you to order your repeat prescription and to book a doctor's appointment on-line, 24 hours a day.

Since its launch over 650 patients have registered to use the service and we have received some very positive feedback. You don't need to be on regular medication to use the service, just to be registered with the practice.

To sign up for this service simply complete a registration form, available from reception, and we will send you a pass code and simple instructions on how to access the website. *Why don't you pick up a form before you leave the surgery today?*

### New Accommodation At The Surgery



If you have been registered with the practice for some time you will have noticed that after 16 years we are beginning to outgrow our premises. When Dr Hall joined the practice we moved around offices and created 3 new consulting rooms; however we now find ourselves using these additional rooms to full capacity. Despite this lack of space we hope that you will agree that we have continued to provide the same level of service that you have come to expect from the practice but lack of space has obviously made it more difficult for us to develop new services.

We have therefore taken the decision to install a porta-cabin to the rear of the surgery, and this should be in place before the end of the year. The porta-cabin will provide an additional 3 consulting rooms allowing us to further develop our services in line with patients needs.

As this newsletter goes to press we are in the process of recruiting a Nurse Practitioner, a Health Care Assistant and a Pharmacist. These exciting new posts will improve access to our present services by relieving pressure on the Doctors and Practice Nurses, as well as allowing us to introduce new services such as a Nurse Lead acute illness clinic.

### About this Newsletter

Welcome to the first of what we hope will be many newsletters keeping you informed about the practice.

We will be using this newsletter to tell you about the new services that are being introduced as well as jogging your memories about services that we already offer. Any comments you may have about this newsletter are most welcome.

#### REMEMBER

You don't need to queue at the reception desk to 'book-in' for your appointment. Why don't you try our self-check in screen.

If you are unsure how to use it please ask one of the reception staff

*Did you know that you can now book appointments and order repeat prescriptions, on-line, 24 hours a day. See 'New On-Line Service'*



## Good News For Patients Wanting a Flu Vaccination This Winter

This year we are planning to offer an even better service than usual during our Flu Vaccination Campaign. Last year we opened on one Saturday to administer vaccinations and as this was so successful this year we intend to open on two Saturdays, offering more weekend appointments. This is in addition to increasing the number of evening vaccination clinics we will be offering. We are hoping that these additional clinics will increase accessibility for our working patients and for patients who attend school. Elderly patients who rely on relatives and friends to transport them into surgery should also benefit from this increased accessibility.

As last year, in a bid to reduce waiting times, all our clinics will be pre-bookable in advance and patients will be given an appointment time.

The clinic times have now been entered onto the computer and we

are currently accepting requests for appointments.

You can make an appointment in person at reception or by phone using our appointments line number 345900 .

If you decide to ring the surgery to book your appointment please note that we recommend making requests for appointments during the afternoons (except Wednesday) between **2.30pm and 3.30pm**. For this hour during the month of September we will ensure that there are additional staff to answer the surgery telephone lines; we would however ask for your patience as the phone lines are still likely to be very busy over this period.

Flu Clinics will start the week beginning 9 October as the first batch of flu vaccines are not due to be delivered to the Practice until 6 October.

## Who is entitled to vaccination

This year the government is being very strict as to who will be entitled to Flu vaccinations, we will be following the government's guidelines to the letter and will only be able to vaccinate patients who are in one of the groups as listed below.

If you **are not** in one of the groups listed below please do not try to arrange a vaccination through the practice. If you do manage to book an appointment please do not be surprised if, at the time of your appointment, staff refuse to administer the vaccination.

The following patients are entitled to a flu vaccination:

**1. All Patients aged 65 years and over**

**2. All Patients aged over 6 months who suffer from one of the following conditions**

**Chronic Respiratory Disease including Asthma**

**Chronic Heart Disease**

**Chronic Renal Disease**

**Diabetes**

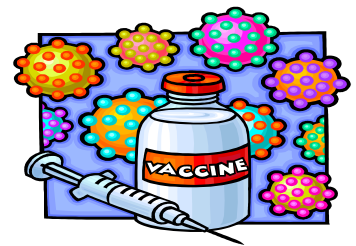
**Immunosuppression ~ due to disease or treatment.**

**3. Patients living in long-stay residential care homes.**

**4. Those who are the main carer for an elderly or disabled person whose welfare may be at risk if the carer falls ill.**



*This year we will be opening on two Saturdays and four evenings to administer Flu Vaccinations*



*If you or a member of your family is in one of the groups listed and is housebound and unfit to attend the surgery for vaccination, please contact the surgery on 01253 345328. You/they may be eligible for a home visit.*