

## Sidney House and The Laurels Surgeries

Produced by the Patient Participation Group [PPG]

### PPG Newsletter

The PPG aim to produce this newsletter quarterly and it will be circulated by the following methods:

- Email to those valid email addresses that are held by the surgeries
- Available from either Surgery (newsletter stands located in the reception area)
- On the surgery website

### Flu Vaccination Clinics:

#### SIDNEY HOUSE AND THE LAURELS SURGERIES



#### FLU VACCINATION DAY

#### NO APPOINTMENT NECESSARY

Clinics will be held at

THE LAURELS, BOREHAM on:-

**SATURDAY 30<sup>th</sup>  
SEPTEMBER 2017**  
8am – 12.30pm

AND

SIDNEY HOUSE, HATFIELD PEVEREL on:-

**THURSDAY 12<sup>th</sup> OCTOBER  
2017**  
08.30am – 6.00pm

**YOU MAY ATTEND EITHER SURGERY  
FOR YOUR VACCINATION**

### Flu Vaccination Information

Flu circulates every winter. This means many people get ill at around the same time. In a bad year, this can be an epidemic. However, it is impossible to predict how many cases of flu there will be each year.

Not everyone needs to have a flu jab, just people who are at particular risk of problems if they catch flu. You are entitled to a flu jab if:

- You are aged 65 or over
- You are pregnant
- You have a serious medical condition
- You live in a residential or nursing home
- You are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- Your child is in an at-risk group and is aged six months to two years

You should also be offered the flu vaccination if you are a healthcare or social care worker directly involved in patient care.

The final decision about who should be offered the vaccination on the NHS is a matter for your GP, based on your medical history and circumstances.

Additional information:

- The flu jab will provide protection for you for the upcoming flu season.
- People eligible for flu vaccination should have the vaccination each year.
- The vaccination does not contain any live viruses, so it cannot cause flu. You may get a slight temperature and aching muscles for a couple of days afterwards, and your arm may feel a bit sore where you had the injection. Other reactions are rare, and flu jabs have a good safety record.
- It is fine to have a flu jab while you are taking antibiotics, provided you are not ill with a fever.
- It will take 10 to 14 days for your immune system to respond fully after you have had the jab.
- You should not have the flu vaccine if you have ever had an allergic reaction to a flu vaccine or one of its ingredients. This happens very rarely. You also need to take precautions if you have an egg allergy.

- The vaccine poses no risk to a breast feeding mother or her baby, or to pregnant women.

### How busy is our Practice?

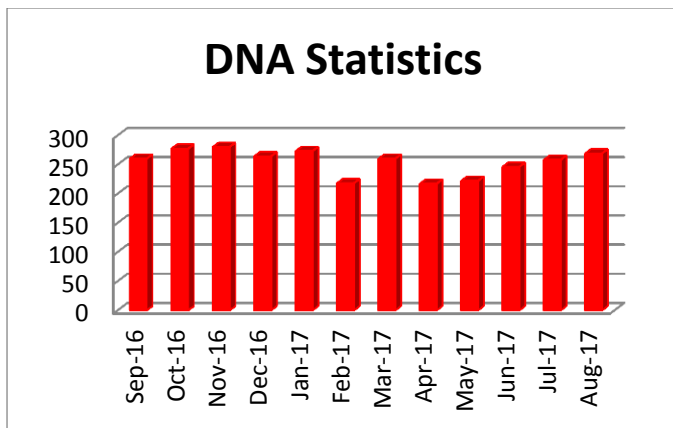
As stated in our previous newsletter, the Practice has approximately 13,000 patients on their list, but with funding for only 5.5 doctors. Which makes a doctor patient ratio of 2,363. The recommended doctor patient ratio is 1,800 patients per doctor!

### Did Not Attends (DNAs)

The Practice always tries to fit patients into appointments as soon as possible but sometimes they have no available spaces. So why are so many people not cancelling their appointments when they cannot attend?

### DNA figures for the last three months:

<b>June</b>	<b>246</b>
<b>July</b>	<b>258</b>
<b>August</b>	<b>269</b>



Data collected from across the Essex area demonstrates that in excess of £1,500,000 is wasted on DNAs, which is a dreadful expense in these financially challenging times.

Despite previous DNA reported rates the trend still remains extremely high and it is disappointing that patients are still failing to communicate with the surgery that their booked appointment is no longer required. This can be done by the following means: cancellation line, text messaging, or for those who have registered, on-line.

**In the Practice there is going to be closer monitoring of persistent offenders and if individual patients DNA three times within a twelve month period then they will be given 28 days notice to find another GP surgery, i.e. 'three strikes and you are out'.**

### Online Access

The Practice, at the time of publication, has 1560 patients registered to receive online services. If you are able to access the on-line system you will

find making an appointment with a doctor so much easier.

Note: NHS England has a target that by the end of March 2018 approximately 25% of Patients will have access to online appointments and services.

**Please remember that online appointments are to discuss one problem with a GP.** If you would like to discuss more than one appointment or need to be booked in for a specific clinic; please book an appointment with a receptionist either face to face or via the telephone. You will also need to speak to a receptionist to book an appointment for anyone other than yourself.

### Carers

Do You Care for a loved One/s? Some help is at hand. Firstly, ensure your GP practice has you registered as a Carer. Join Carers UK free. They offer a wealth of information. Contact Village Agents who can send a lovely person to visit you at home. They will help you to claim for any extra help financially and personally that you might be entitled to. Maldon Carers offer a wealth of information, support and respite. Healthwatch Essex will signpost you towards whatever your needs are. We as unpaid carers need and deserve every assistance possible including healthcare as a top priority. Having to give up caring for our loved ones would cost the country a fortune. We are bad at asking for help but must do this. We can only get part of the help offered if we ask?

Barbara Carr, Ambassador for Carers UK and Healthwatch Essex. Committee Member for our practice, PPG.07771938275

Useful numbers:

- Village Agents - 01376 574341
- Healthwatch Essex – 01376 572829
- Maldon Carers – 01621 851640
- Carers UK – 02073784999
- Hamelin Trust – 01277 653889

### Dr S Butcher

The PPG would like to express their thanks for the care Dr. S Butcher has given to his patients and wish him good luck for his future, wherever this might take him.

Note: This newsletter can be provided in larger print on request (please ask at reception).