

# Newsletter

## Penkrige Medical Practice

Issue 5  
Summer 2018

### Opening Times

Mon 8.00-18.30  
Tues 8.00-18.30  
Wed 8.00-18.30  
Thurs 8.00-12.00  
14.00-18.30  
Fri 8.00-18.30

### Extended Hours

**For appointments  
booked in advance  
dealing with non-  
urgent matters**

Wed 18.30-20.00  
(once a month)  
Thurs 18.30-20.00  
(weekly)

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### SPECIAL FLU EDITION

For 2018/19 there are 2 flu vaccines available. One vaccine (Fluad) is for patients who are aged 65 or over (or are going to be 65 before the end of March 2019). This is a decision that has been taken by the Department of Health and is based on evidence that this vaccine is more effective in this age group. Based on this evidence and as mandated by the Department of Health this particular vaccine is **only available to patient aged over 65.**

For patients under the age of 65 and meeting the eligibility criteria the recommended flu vaccine is the quadrivalent influenza vaccine and this is the vaccine we will be offering to our patients in this age range. If you are not 65 or over please do not ask for the Fluad vaccine as we are unable to administer this to you. This rule will apply to any service providing the flu vaccine, eg pharmacies.

This change has meant we have had to rethink our strategy for delivering the flu vaccine. Appointments can still be booked via reception or online, but please ensure you book the correct type of slot. Reception staff may ask your age before booking your appointment. This is to ensure they book into the correct clinic.

If booking online please ensure you book the correct slot. These should be clearly labelled as either 'flu age 65+' or 'flu for under 65'.

Flu appointments are available to book now, so don't wait for your reminder. Initial clinics in September are for patients aged 65+ as these are the first vaccines we will receive. Reminders about flu clinics will be sent to patients via SMS text and email. If you have not given us these details we may contact you by telephone. Reminders will start to go out at the end of August, but will go out in batches to try and help manage call volume. If you can book your appointment online. You can do this 24/7 and it helps reduce the number of phone calls into the surgery.

# Newsletter

## Penkridge Medical Practice

### Opening Times

Every Thursday we are closed for staff training 1200-1400.

Once a month the local Clinical Commissioning Group provide GP cover so that doctors can attend updates and training. During this time the Practice will be closed and you will be advised to call 111 if you need urgent medical assistance.

Future Training dates for 2018 are

Thurs 6 Sept  
Thurs 4 Oct  
Thurs 1 Nov  
Thurs 6 Dec

These sessions are 1200-1830

### Keeping in Touch with our patients

#### Dates for Flu Clinics

Dates currently available are:-

Thurs 20th September  
Thurs 27th September  
Sat 13th October  
Thurs 18th October  
Thurs 25th October  
Sat 3rd November

#### Staffing Changes

We are sorry to announce that Dr Sharon Hiley will be leaving the Practice at the end of August. She is re-locating to the South West. We wish her all the best.

Good news—Dr Clare Wiseman, previously our GP Registrar, has agreed to join the Practice as a salaried GP and will be working 6 sessions a week.

We also have new phlebotomist/HCA on our nursing team. Claire Jones joined the team in July. She previously worked as an HCA at a Rugeley practice for several years.

#### Communication

We now have new software which allows us to communicate with our patients via email and SMS text rather than having to post a letter. If you have given us details of your email address and/or your mobile phone number we may start to communicate with you via this route rather than via post. So if you've had a blood test and the GP wishes you to have a retest or wants you to make an appointment we may communicate this to you via text or email. It will be important that patients ensure they inform us if they change either their email address or their mobile phone number.

Of course, for those patients who do not have email addresses or mobile phones we will continue to contact you via post.

#### Telephones

We now run monthly reports on average wait times for calls to be answered. For April, May, June the average wait time is less than 2 minutes.