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Eastfield House Surgery Newsletter – Winter 2020

In this newsletter:

Flu Jabs, Staff Update, Practice Pharmacist,
Social Prescribers, Patient Survey, PPG, NHS App,
Cancelling Appointment/DNAs



Flu Jabs

It's still not too late to have your flu jab. If you are in one of these groups you are entitled to a free NHS flu jab:

- All children 2 and 3 years old on 31/8/19
- Those aged 6 months to under 65 years with a long term health condition
- Pregnant women
- Those aged 65 years and over
- Carers

So, if you haven't already had your flu jab, please contact reception to book an appointment.

Staff Update

We are sad to announce that Dr Degnan will be leaving Eastfield House at the end of February to become a GP Partner in a smaller practice in the Cotswolds. Dr Degnan has enjoyed his time at the surgery getting to know his patients and staff at the surgery and we wish Dr Degnan and his family all the very best for the future.

We are, however, pleased to announce that Dr Mark Galliver will be joining the surgery, at the beginning of March, as a new salaried GP. Some of you may already know Dr Galliver as he has been working at the surgery as a locum GP. We are pleased to welcome him to Eastfield House as a permanent member of our clinical team. Dr Galliver will be taking over responsibility for part of Dr Degnan's patient list and we are currently recruiting for another salaried GP to take over the rest of Dr Degnan's list. We will be writing to all of Dr Degnan's patients in February to let them know who their new GP will be.

We are also looking forward to welcoming Dr Helen Clarke back from her maternity leave, week commencing 2nd March. Her usual working days will be Monday, Tuesday and Wednesday.

Practice Pharmacist

We are currently interviewing for a new Pharmacist for the surgery. The role of a pharmacist is a developing one in primary care and their work will include medication reviews, liaising with pharmacies and patients, prescribing audits, reducing inappropriate and wasteful prescribing and quality and safety around prescribing.

Social Prescribers

We now have two social prescribers in place, Anna Baird and Karen Thomas, who with the patient's permission are taking referrals from the GPs to provide support to patients with a wide range of social, emotional or practical needs. Examples of patients who may benefit from seeing one of our social prescribers are those with mild to long term mental health problems, vulnerable patients, patients who are socially isolated or those frequently attending primary or secondary care.

Patient Survey

Thank you to all of our patients who completed the recent patient survey. We are currently analysing the results and will publish these shortly.

Patient Participation Group (PPG)

Please come and join our Patient Participation Group for our next meeting on Monday 6th April 2020 at 6.30 pm to find out more about your surgery.

NHS App

Just a reminder that the new NHS App is available from the App store. The app allows patients to access the same services that are provided by our online access service, on your phone or tablet. If you do not currently have online access, please bring two forms of ID; one photo and one proof of current address into the surgery and our receptionists will give you an access code.

Cancelling Appointment/DNAs (Did not Attend)

These are the numbers of appointments wasted each month by patients not turning up for their appointment:

Oct 2019	255
Nov 2019	244
Dec 2019	224

SO PLEASE, PLEASE, IF YOU DON'T NEED IT, CANCEL IT!

Surgery Car Park - Please remember that the surgery **CAR PARK IS CLOSED TO ALL PATIENTS BEFORE 4PM** except those with a Blue Badge and those being dropped off or picked up by taxi. If you park in the car park without displaying a Blue Badge, you will be asked to move your car.

Please Don't Forget to Update Your Contact Details - Please remember to let us know if you move, change your phone number or change your email address. It is important that we have your up to date details for when we need to contact you.
