

Winter Newsletter 2018

Dr Miles and Partner

Christmas Opening

We will be closed on Christmas Day, Boxing Day and New Year's Day only. Please give 2 days' notice when ordering repeat medication. Order early if you will run out of medication on 1 of these days.

Flu Jabs

As you may have already heard, organising the flu clinics this year has been particularly tricky. How it works is – the practice estimates how many injections will be needed to immunise our patients aged 65 and over, patients with long term conditions, patients who are carers, patients who are pregnant and children. The orders are placed very early in the year. This year in about April time, NHS England informed everyone that the immunisations would be different for patients aged over 65 than those under. This caused a number of problems in trying to estimate the quantity needed. However, we ordered plenty and were given a delivery date. As that delivery date got closer we were then informed that we could not have the original amount all in one

go. This meant that we had to re-organise the clinics based on which immunisations were arriving at which particular date and so some patients have had to wait longer than others. This was as annoying for the practice as it was for the patients.

Some patients attended the pharmacist to have their injection. Whilst that is patient choice, we would always advise patients attend the surgery wherever possible. This is so that we can check your medical records to make sure you don't need anything else doing at the same time. If you do we can advise you. The pharmacists do not have access to your medical records therefore cannot check through. So next year, please consider this when thinking about having your flu jabs.

p.s. we have been assured that we will get our next order delivered on time.

Extended Access

As some patients may already know we have a service in this area called "Extended Access". This has been organised by our local G.P. Federation and it is so that patients can be seen later at night and during

weekends, when the usual surgery is closed, in several places – called HUBS - across the city. The closest one to us is Longton Cottage Hospital, but you may be offered an appointment at the other Hubs when ringing the surgery. You will be seen by a local doctor (it may not be your own G.P.) who will have access to your full medical records. These appointments are not for emergencies, they are for people to use who cannot get to the surgery during normal opening times. Since starting 2 months ago more than 5000 patients have been seen. This is the first time we have been able to do this and we are very proud to be a part of this scheme.

Problems at the Health Centre

Firstly, we would like to apologise to any of our patients or service users who are having problems with youths when coming to the health centre in the evenings. We want you to know that as a practice we are doing all we can to get these issues resolved. We have been informed that last night (19th November 2018) they caused in excess of £8000 worth of damage to the lighting outside. On top of that they were intimidating the security guards. This has been going on for a few months and we have requested a

meeting for next Tuesday with the landlords of the building, the council, the police, the security firm and staff who work in the building.

If you have experienced problems or felt intimidated by anyone when you have been to the health centre please let us know.

Patient Participation Group

Our next meeting is on Monday 10th December at 2pm. If you would like a say in how local services are developed come and join us. If you're not sure whether it's for you why not pop along and sit and listen? We now have a joint group with 2 other practices in the Health Centre which seems to be working well and will give us a stronger voice. We are always keen for new members. If you would like to know more please speak to a receptionist.

All that's left to say now is “have a very Merry Christmas and Healthy New Year” from all of us at Dr Miles and Partner.