

THE VILLAGE PRACTICE PATIENT NEWSLETTER



Autumn

SUMMER/AUTUMN 2016

Welcome to another of our Newsletters as we enjoy the summer season.

New Member of Staff



We are pleased to welcome Dr Pip Newman to our team who is working at the surgery on Mondays, Tuesdays mornings and Thursday.

CQC Inspection



Back in April of this year the surgery underwent an inspection by the CQC. They rated us on our services, looking at whether we were safe, effective, caring, our responsiveness to patient needs & well led. Full details of their report can be found on the practice website:

www.thecowplainvillagepractice.net/.

Did You Know.....



We are pleased to announce The Village Practice has recently been voted top in a National Patient Satisfaction Survey, ahead of surgeries in Gosport, Fareham, Portsmouth, Havant & Hayling Island areas.

If you would like to comment on the Village Practice, please visit NHS Choices and leave your views on the service we provide.

Non-Attendance



Our waiting times for an appointment are unprecedented some of the shortest in the area and we are trying hard to maintain them. Unfortunately we lose approx. 9 hours **EVERY** month of GP & Nurse time, and 507 appointments for the year, as patients did not turn up for their appointment.

If you are unable to keep your appointment **PLEASE** contact us as well in advance in order that someone else can use that time.



Flu and Pneumococcal Vaccinations

Once again, our Nurses will be starting flu clinics from the 21st September. Don't wait to be invited, appointments can be booked now. If you suffer from diabetes, asthma, heart disease, COPD, have had a stroke or are over 65, you are entitled to a flu vaccine from the surgery.

In addition to the usual times, we will also be holding a flu clinic on Saturday 24th September between 09.00 – 12.00. This is for **pre-booked appointments only**.

If you are over 65 you are entitled to a free pneumococcal vaccine. If you have not previously had this vaccine please book in for one at the same time as your flu vaccine.

Child Flu Vaccinations

All 2 and 3 year olds are eligible for the nasal flu vaccination. Should you be interested please contact Reception for further details.

Surgery Arrangements for Training Days

Every three months all local surgeries are closed and invited to take part in a training afternoon.

This training event is held at central locations in the area and is attended by Doctors, Nurses and Admin staff.

During the afternoon, phone cover and an emergency service is provided to Practices by the Out of Hours service.

Advance Notice of Practice Closure:



Tuesday 18 October - TARGET Training afternoon
Monday 26th Dec – Boxing Day
Monday 2nd Jan 2017 – Bank Holiday
Thurs 26th Jan 2017 – TARGET Training afternoon

The Out of Hours Service covers the Practice on these days and they can be contacted on **111**.



Text Messaging

Some of you will be pleased to know that we now have the facility to send out text reminders for Nurses appointments. If you are not signed up for this service and would like to be please ask at reception.

Travel Vaccinations

If you are planning a holiday abroad and think that you may require travel vaccinations or malaria prevention medications you need to complete a travel health questionnaire – these are available from reception. Also please book a month in advance for a Travel Clinic appointment.

For further travel health information see the NHS Fit for Travel Website: www.fitfortravel.nhs.uk



Contact Details

Have you recently moved or changed your telephone number??? Please remember to inform reception staff if any of your details have changed.

A&E

A&E is really only what it stands for, an **Accident or Emergency**. A visit to your GP costs a fraction of a visit to the A&E Department and you will often be seen sooner! However, if the surgery is closed and your problem is not urgent enough to attend A&E then call **111**.



When it's less urgent
than 999