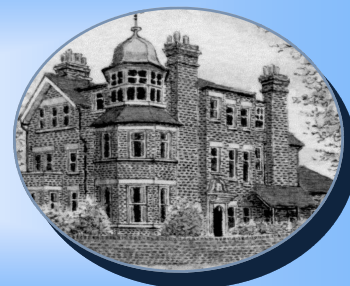


# THE ARLINGTON ROAD MEDICAL PRACTICE NEWSLETTER



August - September 2015

*Farewell Dr Rajap* We are sorry to announce that Dr Ilan Rajap, after much thought and consideration, has decided to leave his GP role here at Arlington Road Medical Practice at the end of August. We are fortunate to have a very strong team of doctors and Dr Rajap's patients will be looked after Drs Ahmad, Berthelot-Cabaret (known as Dr Laure) or McFadden from 1 September 2015. All of Dr Rajap's patients will have received a letter confirming this in writing.

We are, however, delighted that Dr Rajap will continue his Community Dermatology work alongside Dr McFadden, enabling us to continue to provide this service at the Surgery.

Dr Rajap will be missed by his patients and his colleagues here at the Surgery and we take this opportunity to thank him for his hard work and wish him every success in his future career.



## *Trainee Doctors*

Drs Vaughan and Haddadin have finished their four month General Practice stint with us and we wish them well for the remainder of their training.

We now welcome Drs Jenny Katsoni, Carolina Gimeno Marin, Naomi Konu and Christopher Bano to the team. We also still have Dr Ben McFadden who completes his training in November and we are very happy to say he will be staying with the Practice as a Salaried GP when he finishes his training.

Drs Katsoni, Gimeno Marin and Konu are in the final year of their training. Dr Katsoni will be with us for 6 months and Drs Gimeno Marin and Konu for 12 months. Dr Bano is in the foundation stage of his training and will be with us for four months.

The trainers responsible for these new trainees are...

**Dr Jones** for Drs Katsoni and Gimeno Marin.  
**Dr Williams** for Dr Konu. **Dr Deery** for Dr Bano.

## *Dr Williams' Sabbatical*

Dr Williams would like to apologise to his patients for how his Sabbatical and Annual Leave has panned out this year.

He is entitled to a 3 month sabbatical this year and took the first month in March with the intention of taking the remaining two months in July and August.

However, it proved difficult to find locum cover for this time, so he moved some of his time to June and instead of a solid block of leave he has taken weeks as and when he can. He has done this for the benefit of the Practice to avoid us being left short of doctors at difficult times and we thank him for being so flexible with his time.

He will be taking the remaining time owing to him from 9<sup>th</sup> November for three weeks, then again from 21<sup>st</sup> December to the end of the year.

## *Happy Retirement*

Beth and Chris W, two of our receptionists, retired in July and will be greatly missed. We thank them both for their loyal service and wish them a long and happy retirement.

## *Flu Vaccinations...*

**W**e will be holding our Flu Vaccination Clinics at the Surgery on the following days:

**Saturday 10 October & Saturday 24 October 2015**



### Patients Eligible for Flu Vaccinations:

- \* Anyone aged 65+ (defined as those born on or before 31.3.1951)
- \* Patients aged over 6 months with the following conditions:

Chronic Respiratory Disease (asthma requiring repeated use of inhaled steroids) or COPD · Chronic Heart Disease · Chronic Kidney Disease · Chronic Liver Disease · Chronic Neurological Disease (including Stroke/TIA) · Diabetes · Asplenia or dysfunction of the spleen (this includes Sickle Cell Disease and Coeliac Syndrome) · Immunosuppression (due to disease or treatment) · Pregnant women · People in long-stay residential or nursing homes · Carers

Children who fall into any of the above at-risk groups will be given Fluenz nasal spray. For those children who are aged between 2 years to less than 9 years, who have not had flu immunisation before, they will need two doses given a month apart. All other children will just need one dose.

Please note that this year all children aged 5 & 6 years will be offered Fluenz via the School Nursing Team. If you choose to have this done at school for your child, please will you contact us on the day the vaccination has been given so we can update your child's records immediately.

- \* All children aged 2, 3 or 4 years old

All children aged two to less than five years old are eligible for flu immunisation (ie those children born between 1.9.2010-31.8.2013). These children will be given Fluenz nasal spray instead of an injection. Children who are healthy and do not fall into any of the at risk categories will only require one dose of the nasal spray.

We will not be vaccinating the children in the Saturday clinics but instead will be holding separate clinics for the children during the week with the Practice Nurses.

Please contact the surgery **from Monday 21 September 2015 from 11.30am onwards** to book your flu vaccination appointment. Please note, the surgery is closed from 1pm-2pm and you cannot book these appointments via the online system.

## *Wasted Appointments*

**S**adly the number of unattended appointments are really creeping up again. Figures for this Practice for July alone were 83 missed appointments with a GP and 101 missed appointments with a Practice Nurse.

**T**he rise in numbers seems to coincide with the majority of our appointments now being pre-bookable in advance, although it may surprise you to learn that patients fail to attend appointments they have booked on the same day too.

**83 unattended GP appointments equates to over five whole surgeries of wasted appointments in just one month!**

**I**f you fail to attend an appointment you will receive a letter from the Practice. After your 3<sup>rd</sup> non-attendance we will impose a 'no pre-booking ban'. This will mean you will always have to phone on the day for an appointment, rather than be able to plan your appointments at a time to suit you. This will in turn mean that you are very unlikely to be able to see your registered GP as these appointments are made available for pre-booking, leaving you having to accept whoever is available on that day.

**I**f you are registered for online services you will receive an email confirmation of your appointment and then an email reminder 2 days beforehand. You will also be able to cancel your appointments at any time of day or night, even if you booked the appointment with the receptionist. **Cont'd**

## *Wasted Appointments Continued*

Please do remember to cancel your appointment if you no longer need it – remember there are many people who are needing to see a GP and are having to wait longer than perhaps they find acceptable when others are wasting appointments.

*night to*  
**REMEMBER** The Arlington Angels Team completed the 2015 MIDNIGHT WALK in support of Chestnut Tree House Children's Hospice and raised £746.50! Thank you everyone for your support and Well Done Team!

## *Friends & Family Test*

Thank you to those of you who have completed the Friends & Family Test recently, it's been very encouraging to read your comments. It would be nice to receive more feedback each month, although we do understand that patients don't always want to be having to complete surveys.

The Friends & Family Test is a very quick, 2 question survey with the opportunity for free text comments. It can be completed online, via our website or by hand and posted in a secure box in our ground floor, reception waiting area. Please feel free to let us know about your experience of our service.

## *Men ACWY Vaccination*

Men ACWY vaccine is being offered as a new vaccination programme for **all 17 and 18 year olds, born between 01 September 1996 and 31 August 1997**. This vaccine protects against meningitis (inflammation of the brain) and septicaemia (blood poisoning) caused by meningococcal groups A, C, W and Y.

### **Going to university?**

If you're planning to go to university for your first year in September you are also eligible for the Men ACWY vaccination. We would ask that you please make an appointment as soon as possible before leaving for university. You are at more risk of meningitis and septicaemia in the first weeks at university when you mix with lots of new people, some of whom may unknowingly carry the meningococcal bacteria, which is usually spread through prolonged close contact. As the vaccine will also boost your protection against Men C, it replaces the "Freshers" Men C programme which has been in place for the past year.

We are sending invitation letters out to all of our patients who are born between 1.9.96-31.8.97, but if you fall into either of the above categories please make an appointment with one of our Practice Nurses at your earliest convenience to receive the vaccination

## *Pharmacy Fundraisers!*

The pharmacy team have been raising money for the Alzheimer's Society. They held a raffle on 9<sup>th</sup> July which raised £324.

Even more impressively Pharmacy Manager, Fiona, and Dispenser, Hazel, took part in a Sky Dive on Saturday 8<sup>th</sup> August, jumping out of a small plane at 15,000 feet! Congratulations Fiona and Hazel—that takes some courage!

Anyone wishing to sponsor them can do so via the Pharmacy.

## *Forthcoming Surgery Closures*

The Surgery will be closed for meetings on the following afternoons...

Tuesday 8th September from 13:00-17:00

&

Wednesday 30th September 2015 from

12.30pm, re-opening at

08:30 on Thursday 1st October.