

THE ARLINGTON ROAD MEDICAL PRACTICE NEWSLETTER



December 2021

Surgery Christmas Opening Hours

Saturday 25th - Tuesday 28th inclusive - Closed
Saturday 1st - Monday 3rd January - Closed.

We will be open at our usual times on all other **weekdays** over the Christmas period.

To contact the Out of Hours GP Service, for urgent problems that will not wait until we are next open, please call NHS 111 by dialling 111 on your telephone keypad.

Please remember to order your prescriptions in plenty of time before we close for Christmas

We take this opportunity to wish all of our patients a Merry Christmas and a Happier & Healthier New Year!

Pharmacy Christmas Opening Hours

Arlington Road Pharmacy will be closed on the following dates over the Christmas and New Year period...

**Saturday 25th - Tuesday 28th
December inclusive**

**Saturday 1st January - Monday
3rd January inclusive**

On all other days they will be open at their usual opening hours which are...

Mon - Fri: 8.30am-6.30pm
Saturday: 09.00am-1.00pm



What's in this edition...

- * Covid 19 Boosters
- * Flu Reminder
- * How to obtain a Covid Pass
- * Live over Christmas
- * Thank you
- * New Telephone System



Prescription Requests

Please remember to order your prescriptions that will be due around Christmas in plenty of time. Also ensure you have enough of all of your medications to cover the Christmas Period.

1 in 4 calls to the GP Out of Hours Service is for medication – please save this service for genuine urgent treatment and advice that you cannot plan for.



BOOST YOUR IMMUNITY THIS WINTER

WITH THE FLU VACCINE
+ COVID-19 BOOSTER

Get vaccinated. Get boosted. Get protected.
nhs.uk/wintervaccinations

Covid 19 Booster Vaccinations



KEY MESSAGES:

- All adults are now eligible for a booster 3 months after their second vaccination.
- National and Local Vaccination services are working extremely hard to accelerate the booster programme and to make as many appointments available as possible
- Book appointments online through the National Booking service at www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination or, if you do not have internet access, please call 119.
- Keep checking the website as more appointments will be added every day.
- Please do not contact the Surgery, we are unable to book these appointments for you.



Not yet had your Flu Vaccination?

Are you eligible for a flu jab and not had one yet? Please speak to one of our receptionist to book an appointment.

How to obtain a Covid Pass

To access your Covid Pass download the NHS App or visit <https://covid-status.service.nhs.uk/> from here you can Download a PDF copy, receive an email copy and view all of your Covid-19 records, which includes date and results of any tests and dates of vaccinations.

If you do not have access to the intranet, please call 119 and listen carefully to their options. (At time of print Option 3 is for Covid Passes, although this could change.)





See a GP by video



On Christmas Day, Boxing Day and New Year's Day Livi will be operating a normal Saturday and Sunday service.

On all other days over the Christmas Period (inc bank holidays) they will be open for their normal hours which are...

Mon – Fri: 7.00am to 10.00pm ♦ Sat & Sun: 8.00am to 4.00pm



Thank you for your patience and understanding



We would like to thank you for continued patience and understanding over the past year. The circumstances that surround us all continue to put enormous strain on all walks of life and despite another difficult year, our Team have shown immense resilience and dedication in continuing to provide healthcare to our 11,500 patients. We would not only like to publically thank the Team but also thank our patients who have expressed their gratitude. The kind comments that you make to our staff are always passed on to the entire Team and go a long way towards firing their strength to carry on.

Sharing comments is always difficult from a patient confidentiality perspective, but one patient recently explicitly gave her permission for us to share her experience...

"I called the surgery for help with a suspected bladder infection. I was able to speak with a receptionist within a few minutes and she immediately arranged for a Doctor to call me. My call was made at 4 pm and within an hour a Doctor called; asked me about symptoms, advised me as to treatment and prescribed a suitable medication. I would like to convey my thanks for the quick response. Given the criticism surrounding GP practices at the moment Arlington Road appears to be doing very well responding to patient needs."

Sadly amongst the many positive comments we receive there are still a small percentage of our patients that have displayed rude and aggressive behaviour to our staff. This is very upsetting for our team and patients that experience or witness this. We do not tolerate abusive behaviour and would ask that despite frustration, illness or anxiety, patients show respect to our staff who are truly trying their very best to help.

The whole team continues to work tirelessly to provide healthcare to our patients. We constantly review our appointments system, currently we remain with the door closed to protect our staff and patients amidst increasing Covid-19 infection rates. We continue to offer a high proportion of face to face appointments, with our clinical team arranging these based on clinical need. We also continue to offer emergency appointments when there are no routine appointments available, please consider carefully whether your need is an emergency when asked. Thank you for your understanding.



Telephone Access

We know that getting through to the Practice can be a challenge – particularly first thing in the morning. We are currently looking at a new telephone system that will help to ease the current frustration and will keep you posted on the progress of this development in future newsletters.