

THE ARLINGTON ROAD MEDICAL PRACTICE NEWSLETTER



October - November 2016

Flu Vaccinations

We will be holding our Flu Vaccination Clinics at the surgery on the following days:

Saturday 8 October & Saturday 15 October 2016 (Clinics during both the morning and afternoon)

Patients Eligible for Flu Vaccinations:

- * Anyone aged 65+ (defined as those born on or before 31.3.1952)
- * 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)



Also the following groups of patients:

- * 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. Children who are aged between 2 years to less than 9 years, who have not had flu immunisation before, will need two doses given one month apart. All other children will just need one dose. (any children who are immunodeficient will need to have the injectable flu vaccine and not the nasal spray).

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 clinics for the Children's Appointments during the weekdays with the Practice Nurses.

Please contact the surgery from Monday 26 September 2016 from 11.30am onwards to book your flu vaccination appointment. Please note, the surgery is closed from 1pm-2pm. **If you have an appointment with a Doctor, Nurse or in one of our Clinics over the next few months you can have your flu vaccination at the same time to save you coming into the Flu Clinic - please mention it to the Doctor or Nurse that you see if you would like to have your flu vaccination whilst you are in for an appointment.**

If you have been loaned a Nebuliser by the Practice, please return this to us promptly after treatment to make it available to other patients.

Shingles Vaccination

Patients who are eligible for Shingles vaccination from 1 September 2016 - 31 August 2017 are those who fall into the following age groups:

Patients aged 70 as at 1.9.16 (dates of birth 2.9.45-1.9.46)

Patients aged 71 as at 1.9.16 (dates of birth 2.9.44-1.9.45)

Patients aged 72 as at 1.9.16 (dates of birth 2.9.43-1.9.44)

Patients aged 78 as at 1.9.16 (dates of birth 2.9.37-1.9.38)

Patients aged 79 as at 1.9.16 (dates of birth 2.9.36-1.9.37) - ***however this group of patients are not eligible for the vaccine once they turn 80 years old**

If you fall into one of these age groups and would like to book an appointment, please ask at reception. The Nurses will be holding "mini Shingles vaccination clinics" for these vaccinations. **If you attend one of the Shingles clinics you can also have your flu vaccination at the same time if you wish.**

The age groups are set by the Department of Health and we are unable to offer it to anyone outside of the above age groups. However if you do not fall into these age groups and would like the Shingles vaccination you can have this done at your local Pharmacy (the cost is approximately £150 but it may vary at different pharmacies).

Organ Donation Awareness Day

On **Monday 10th October** the Patient Participation Group will be holding an Organ Donation Awareness event in our ground floor waiting area.

Holly Pereira, granddaughter of one of our Patient Participation Group members, will be here to raise awareness, hand out literature and talk to patients about her own heart and lung transplant surgery.



Prescriptions and Going on Holiday



If you are needing your prescription early because you are going on holiday, please inform us whether you are going abroad or staying in the UK, this information affects how we issue your prescription.

Please also give us plenty of warning, we are often getting last minute calls from patients who suddenly realise they will run out of medication whilst they are away and expect us to produce their prescription immediately. Please remember it takes 48 hours to turnaround a prescription request.



Parking at the Surgery



We realise parking near the Surgery is a problem for patients and it is something that is often mentioned in our Friends and Family Test feedback. Whilst we empathise with our patients who find it so difficult to park when attending their appointments with us, unfortunately, there is nothing we can do to improve the situation. Our own private car park is not large enough for all of our staff and the Doctors space at the front of the Surgery has recently been reduced by two spaces by the council in a bid to make the corner of Arlington Road and Old Orchard more safe.

Whilst it is difficult and frustrating, please do not park illegally or inconsiderately. We often receive complaints from our neighbours in Arlington Road that a patient has parked over their driveway, completely restricting their access. Residents of Farrington Court have also complained that patients are using their private car park when visiting the surgery.

Forthcoming Surgery Closure

The Surgery will be closed on...

**Thursday 17th
November**

**from
1.45 - 5.00pm**

for Staff Training



New Computer System



As many of you are probably aware, we have recently had a new computer system installed. This is gradually bedding in but it obviously takes time for everyone, clinical and admin staff, to get up to speed and familiar with the job they could previously do with their eyes closed – well almost!

Please be patient with our staff when, what seems like a simple, general enquiry, takes longer than you would expect to deal with.

One of our planning strategies in preparation for changing over to our new computer system was to issue two months worth of medication to all patients who requested a repeat prescription in the month prior to change over. This worked well for patients who have paper prescriptions but unfortunately, we were not made aware that this would not work for Electronic (EPS) prescriptions. Sadly, the 2nd prescription was not held by the EPS system, this has caused some inconvenience to patients when their prescription was not ready as expected. This has also meant that where we had planned to reduce our prescription workload at this difficult time, it has meant we have had to re-issue all of those prescriptions. We apologise for any inconvenience this has caused.

We apologise that Online Services are currently not available to our patients. We will go through the process of re-registering all patients who were registered for Online Services previously, but this will take time. If you were previously registered for online services, you will be contacted by the Surgery when your new account is ready for activation. Please bear with us in the meantime.

STAY WELL THIS WINTER

Winter health advice - Cold weather doesn't have to go hand in hand with illness. Here are some simple things you can do to help yourself stay well this winter.

Keep warm – this may help prevent colds, flu or more serious health conditions such as heart attacks, strokes and pneumonia.

Eat well – food gives you energy, which helps to keep you warm. So, try to have regular hot meals and drinks throughout the day.

Get a flu jab – flu vaccination is offered free of charge to people who are at risk, pregnant women, carers and some young children to ensure that they are protected against catching flu and developing serious complications.

Common winter illnesses...

- **Colds** – to ease the symptoms of a cold, drink plenty of fluids and try to rest. Steam inhalation and vapour rubs can also help. Prevent colds from spreading by washing your hands thoroughly, cleaning surfaces regularly and always sneeze and cough into tissues, throwing them away after use.
- **Sore throats** – a sore throat is almost always caused by a viral infection, such as a cold. Try not to eat or drink anything that's too hot, as this could further irritate your throat; cool or warm drinks and cool, soft foods should go down easier.
- **Asthma** – a range of weather-related triggers can set off asthma symptoms, including cold air. Covering your nose and mouth with a warm scarf when you're out can help.
- **Norovirus** – this is also known as the winter vomiting bug, although it can cause diarrhoea too. The main thing to do to is drink plenty of water to avoid dehydration. You can also take paracetamol for any aches, pains or fever.

Flu – if you're 65 or over, have a long-term health condition such as diabetes or kidney disease, flu can be life-threatening, so it's important to seek help early. However, if you're generally fit and healthy, the best treatment is to rest, stay warm and drink plenty of water.