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**Newsletter**

Quarter 1 – Jan - Mar

**Currently not accepting new patients**

The physical size of the surgery building means that all the rooms are in use every day of the week. We cannot employ new clinicians to attend to new patients. The lack of space also means that after a bank holiday we are unable to engage locum doctors to deal with the demand. With rising patient numbers the delay in obtaining an appointment will grow longer. This scenario is unsafe. In order to maintain levels of service to our current patients, we will cap our list at 13,000 patients. This means that we will be temporarily declining all new patient registrations. This will allow the surgery to maximise the care of our current patients. Should circumstances alter; the list declines or additional consulting rooms become available we would review the moratorium.

**New phlebotomy Service**

There is a new blood clinic available next door at the Dunstable Healthcentre. It is a walk in service and is available Monday to Friday between 8am and 12:30pm. You can contact them direct on 01582 708241.

**Flu Season**

So far we have vaccinated 2,435 patients against flu, which was 65% of our eligible patients. 227 patients had their flu vaccine at their local pharmacy which was 6.1% of our eligible patients. 118 patients declined their flu vaccination, which was 3.1% of our eligible patients. We currently have 1,584 patients who have not received their flu vaccine and have not declined the vaccine either.

If you haven’t already had your flu vaccine and you are eligible, please pop into the surgery between 8:30am- 12pm or 2:00pm-4:00pm for your vaccination, you will not need an appointment for this.

**Did not attend (DNA’s)**

Between October and December 2018, there were 1022 appointments that were not attended and were not cancelled. This was 248 clinical hours wasted. If you cannot attend an appointment, please inform the surgery as soon as possible so we can offer your appointment to someone else.

**Respect the Staff**

We have noticed a significant increase in inappropriate behaviour by a tiny minority of patients. Unfortunately they have an effect out of all proportion to their numbers.

It is quite normal for staff to be on the receiving end of obscene language, shouting, threats or emotional blackmail. Such behaviour will not get you what you want. If we cannot deliver your request it is because we do not offer the service or we are at capacity.

All the staff are working extremely hard on behalf of all our patients. This is our place of work and we have a right not to be abused.

To remove all doubt, anyone who behaves in an inappropriate manner will be removed from the surgery list and will have to register elsewhere.