



August 2015 Newsletter

Where your health matters.



You can contact the surgery at:

Telephone : 01254 226691
Fax: 01254 226689
Email: darwen.healthcare@nhs.net
Website: <http://darwenhealthcare.co.uk>



Flu Vaccinations – Clinics now on screen – BOOK NOW, DON'T DELAY!!!

Please contact us after 1pm each day from Friday 7 August 15 to pre book your appointment for September and October 2015.

Pneumococcal Vaccinations

If you are 65 or over you will be offered a type of pneumo jab known as the pneumococcal polysaccharide vaccine (PPV), This one off vaccination is very effective at protecting you against serious forms of pneumococcal infection. If you have had the vaccination in the past, it does not need to be repeated. Please contact us on 01254 226691



Protection from Meningitis and Septicaemia – Were you born between 1st September 1996 and 31 August 1997

A new vaccination programme is being offered to all 17 and 18 year olds to help protect against meningitis and septicaemia. **IT IS IMPORTANT THAT YOU TAKE UP THE VACCINE ESPECIALLY IF YOU ARE PLANNING TO GO TO UNIVERISTY.** Don't delay please contact Sarah on 01254 226711 to book your appointment.



Whooping Cough Vaccination in Pregnancy

Pregnant women can safely protect their babies by getting vaccinated- ideally 28-32 weeks Pregnant although they may be given the vaccine up to 38 weeks of pregnancy. Contact reception on 01254 226691 to book an appointment or for further information, please visit NHS Choices website at www.nhs.uk



Are the details we have for you correct?

Please advise us as soon as possible if you move address or change your contact Details i.e. Landline, Mobile Numbers and email address.

We may need to contact you urgently and having your up to date details helps avoid delays



Travel/ Holiday Vaccinations

If you are planning a trip abroad and require travel vaccinations please make an appointment to see the Practice Nurse. This needs to be done AT LEAST 4weeks prior to travel. Some vaccinations are free on the NHS.

More information on vaccinations can be found on www.fitfortravel.nhs.uk

Friends and Family Test (FFT)

The NHS Friends and Family Test (FFT) was launched in December 2014, giving an important opportunity for you to provide feedback on the care and treatment you receive and to improve services. We have been collecting responses since FFT was launched and the results will be available via our website. An example is shown below of comments that were received:

“All staff are really friendly”

“Doctors, Nurses and Reception Staff are excellent and I feel that my problems are understood and dealt with”

“Simply all the staff at reception are friendly and very helpful and try very hard to be understanding when you are having difficulties dealing with problems. They are efficient and professional on their approach to the job”.

IF YOU DON'T NEED IT - CANCEL IT!!

Due to the number of people who fail to attend appointments at the surgery we have a strict Did Not Attend Policy now in operation.

During the month of June 43 Patients failed to attend pre-bookable appointments with their usual GP and 5 Patients failed to attend an on the day emergency appointment.

During the month of July 63 Patients failed to attend pre-bookable appointments with their usual GP and 13 Patients failed to attend an on the day emergency appointment.

If you are unable to keep an appointment at the surgery please remember to cancel it. If we have your up to date mobile number you will receive a text reminder and have the option to text back CANCEL if not required.

If you fail to attend 2 appointments in a 6 month period we will write to you to bring this to your attention. A further missed appointment will again generate a letter. Following that if we need to write to you again you may be removed from the practice list and have to find an alternative GP.