

ORCHARD & ENDON SURGERY NEWSLETTER

Late Summer Edition



Welcome to our late Summer edition of the practice newsletter, it's that time of year when our attention turns towards flu season – you may have received your letter inviting you to have your flu jab this year. We always try to make sure that we organise our clinics to suit

the needs of patients by opening early and offering later appointments.

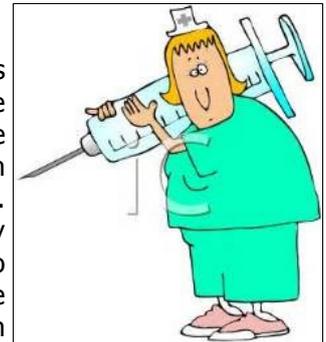
This year our first clinic will take place on Monday 11 September at Orchard Surgery – if you are in one of the 'at risk' categories please call in or phone to make your appointments. The eligibility of some groups does change from year to year, if you are in doubt please ask at reception. Clinics for children will be arranged in October.

Am I eligible ?

If you are aged over 65 years (born on or before the 31 March 1953) or have a long term health condition and on-going illness you are entitled to a free flu injection.

This vaccination programme is designed to protect you against flu which can be an unpleasant illness and, although rarely, sometimes cause serious complications. By having the flu vaccination, you are also less likely to pass the virus on to friends and family. This will help to protect those who are at greater risk from flu including infants, older people and those with an underlying health condition.

The flu vaccine provides protection against the strains that are predicted to circulate in the coming season. These strains may change from year to year which is why we recommend vaccination every year.



More information about the risks of flu is available on the Public Health England website and can be found at <https://www.gov.uk/government/collections/annual-flu-programme>

The Friends and Family Test

Every provider of healthcare is required to ask its patients or service users if they would recommend the service they receive to a friend or family member. Our practice has been asking this question of our patients and their families for some time.

We would like to take this opportunity to remind everyone who uses the surgery that the survey is still being run and to ask you to complete one of the questionnaires during your next visit.

These can be found in our waiting rooms and also on line by visiting our practice website at www.orchardsurgery.co.uk

The results of the surveys form part of a monthly submission to the NHS, your help and support is greatly appreciated.

We are also happy to receive comments and suggestions about the services we provide, you can also complete one of our Suggestion Box forms which are located in our waiting rooms.



Appointments

All telephone calls to the surgery are now being answered by staff at Orchard Surgery.



Please be aware of this when telephoning to make appointments as we have had a number of patients who have booked appointment at the wrong surgery by mistake.

BEAT THE COLD

Although we are still in the Summer months, the weather may be telling a different story! There are some helpful resources available to patients. Beat the cold is a local organisation who offer support to a wide variety of people – the following is an extract from their website which you may find helpful.

Beat the Cold aims to reduce the incidence of fuel poverty and cold-related illness in Stoke-on-Trent and Staffordshire. It brings together an unusually diverse partnership of local authorities, voluntary and statutory agencies, fuel companies, health and social care agencies and community groups.



We target disadvantaged households that need to spend more than 10% of their income on fuel, helping them to apply for measures and grants to improve energy efficiency and giving advice on using fuel, paying for fuel and services from other agencies.

We also offer advice on renewable technology and feed-in tariffs.

If you or someone you know could benefit from a chat with a Beat the Cold advisor to see if we can save you money on your fuels bills, or help you improve your

comfort in your own home, contact us today.

We inform, advise and make referrals for households – through telephone advice, events, talks and displays, and a winter leaflet.

For further information please visit
<http://www.beatcold.org.uk/about-us/>
Or telephone 01782 683813 or 0800 3892258

STAFF SHORTAGE/ILLNESS

The surgery team has been experiencing an unprecedented level of illness, unfortunately this has meant that we have not been able to get around to doing some of our routine tasks on patients behalf. It would really help the reception team if you could please remember the following:

- Please only contact us during morning surgery if you need to be seen on the day or have an urgent query which cannot wait
- Please ring for results of tests after 2pm
- Please ensure that we have your most up to date contact details – we know that some patients have changed their mobile or land line numbers without letting us know. We need your most recent numbers in case of emergencies.
- Please tell us if you have an email address – we may use it to contact you with routine information or to tell you about changes in our services.
- If you have a query regarding a repeat

prescription and you have signed up for the Electronic Prescription service, please do not contact the surgery in the first instance. If your prescription has been ordered your first point of call should be your nominated pharmacy, they will be able to advise you when your items will be ready. Please do not contact us as this stops patients getting through on the phone with more serious problems.

- Please ensure that any urine samples are brought to the surgeries before 11am – this ensures that they can be tested and sent to the hospital if necessary.



Thank you very much for your support, we are recruiting additional members of staff so hope that normal levels of cover will be in place soon.