

Queenhill Medical Practice Newsletter



Autumn 2023



Staying protected

As we move into autumn and watch the stunning signs as the leaves turn and the days get shorter, we need to start preparing for the colder winter months.

Appointments are available to book online for Flu vaccines for eligible patients, including children between 2-3 years.

Covid boosters are not being given in the Practice but you can contact 119 for your local vaccine centre.

The shingles programme changed on 1st September 2023. In addition to those aged 70-80, during stage 1 (1 September 2023 to 31 August 2028) the vaccine will be offered to those turning 70 and 65.

During stage 2 (1 September 2028 to 31 August 2033) the vaccine will be offered to those turning 65 and 60.

Patients will be invited for the contacted by the surgery when they are eligible.

NHS England have launched a targeted national campaign to encourage the uptake of MMR. If you think your child is missing this or any other routine vaccine, please contact the surgery.



NHS app/Patient Access

GP online services

Patient Access & NHS App



Signing up to Patient Access enables full use of the NHS app, allowing you to book appointments, request prescriptions, view your medical records, communicate with your GP and much more.

It also gives you lots of information on many health topics written by GPs. In these busy times, having this at your fingertips, 24 hours a day is essential.

To sign up to this service we will need to check who you are as this protects your records from people who are not allowed to view them. You will need to complete a short form, provide photo ID and proof of address such as a passport or driving licence. Once we have this information we will provide you with a letter with your unique username and password. This letter will explain where to log in.

Please see link below to register for Patient Access

<https://support.patientaccess.com/registration>

To download and use the NHS App on your phone or tablet, you must be aged 13 or over. Once you have full access you can nominate a pharmacy for collection of prescriptions, get your NHS Covid pass, view your NHS number and much more. Using the app means you will be able to see test results, letters from hospitals and consultations from your GP.

Staff Changes

As many of you already know, Dr Hughes retired earlier this year. Since this time we have had some changes within the Practice. Dr Cory and Dr Chong now join Dr Simmonds as partners of the Practice. Dr Priscott has a Minor Surgery clinic on a Thursday. We have recently welcomed Dr Okunade who works at the Practice three days a week and two new GP registrars Dr Sharma and Dr Imevbore.

There have also been some changes within the administrative team. We have a new Assistant Manager Sarah, many of you will recognise her as she's been part of the team for some time, a new Receptionist, Selma and an Administrator, Corrie.

What is Social Prescribing?

Social prescribers connect people with local community activities and services that can help improve their health and wellbeing reducing loneliness. A vital part of their role will be to build relationships with the people they are helping by listening carefully to what's important to them and what motivates them. They have a wealth of information and knowledge about various services and groups in the local communities they work in. Whether you are a new mum looking for support or a new Mum's group, someone looking to do voluntary work, or an older person needing additional help, the social prescriber may be able to assist. Often, patients who attend groups and clubs start to establish friendships enabling them to become involved in other activities and expand their friendship networks and social interactions. Social prescribers can help with a number of different non-medical social needs and difficulties. If you feel they can help you please contact the practice for an appointment.

DNA's (Did not attend)

Since 1st June 2023 we have had **322** patients DNA'd their booked appointments

PPG (Patient Participation Group)



Join your **Patient Participation Group**

PPGs represent patients and provide feedback on GP practices, helping to drive change



A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff. The NHS requires every practice to have a PPG.

Your experiences matter and you can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way.

You will also gain a better understanding of the NHS, and gather feedback from other patients.

Our PPG is currently looking for new members to join. We meet face to face on a quarterly basis. If you are interested in joining our PPG, please contact the Practice.

Prescriptions

Our prescription turnaround is between 2 to 3 working days. We are unable to take requests over the telephone. However, you can request your repeat medication online via Patient Access app or emailing swlicb.h83014prescriptions@nhs.net including your full name, date of birth and clear names of medication required.

