

# EYAM SURGERY

## EYAM SURGERY NEWSLETTER



Autumn 2018 Issue

## FLU VACCINATION SEASON

The “flu” (influenza) vaccination is available every year to help protect adults and children at risk of flu and its complications. Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week.

However, flu can be more severe in certain people, such as:

- anyone aged 65 and over
- pregnant women
- children and adults with an underlying health condition (such as long-term heart or respiratory disease)
- children and adults with weakened immune systems

Anyone in these risk groups is more likely to develop potentially serious complications of flu, such as pneumonia (a lung infection), so it's recommended that they have a flu vaccine every year to help protect them. Vaccination to people in these groups is free. If you are a carer for someone else, you may also be eligible for a free flu vaccination.

This year at Eyam Surgery we are running flu vaccination clinics. There are different vaccines for the under 65s and the over 65s. Clinics will be split according to the vaccine being used. If you are eligible for a free flu vaccination and are over 65 or have a 2 or 3 year old child, or a child with a chronic health problem, you will be **SENT A LETTER INVITING YOU to an appointment at one of these clinics**. Please note, these clinics are **APPOINTMENT ONLY— they are NOT drop-in clinics**. Please try your best to attend your allocated appointment. Should you need to re-schedule this appointment, please let us know as soon as possible.

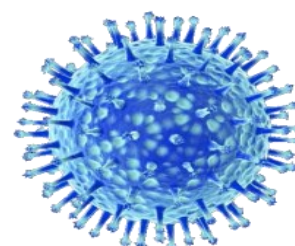
**Please support your GP practice by having you flu vaccination done at a surgery. You may have seen advertisements at your local chemist or supermarket offering flu vaccinations. For every flu vaccination given by another healthcare provider, Eyam and Bradwell Surgery miss out on valuable funding. GP surgeries require this funding to keep them open and it allows us to provide the valuable services that we currently provide.**

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### Special Points of Interest

- **Flu vaccinations now available— please attend the APPOINTMENT ISSUED TO YOU BY POST**
- **Patient Survey results now in!**



## MISSED APPOINTMENTS

At Eyam Surgery, we understand that occasionally circumstances change and you are unable to attend your appointment. We ask that you contact us **as soon as possible** so that we can offer your appointment to someone else.

In July, August and September of 2018 the number of missed appointments at both Eyam and Bradwell Surgery were as follows:

**Number of GP appointments lost = 90**  
**Number of Practice Nurse appointments lost = 73**  
**Number of HCA appointments lost = 69**

This equates to **232 missed appointments!** Using a calculation provided by the NHS:

**232 WASTED APPOINTMENTS**  
**COSTS THE NHS £23,838**

At the end of October we start to see the beginning of our "winter pressure" period. The surgery is always much busier at this time of year and appointments are in higher demand. Dr Pelc will be running an extra clinic, starting in November in order to provide some extra appointments. **However, it is still extremely important that you attend your appointment and do not waste it.**

## ACTIVITY FOLDERS

At both Eyam and Bradwell Surgeries we have provided activity folders in the waiting rooms. They are aimed at both children and adults and contain Sudoku puzzles, wordsearches, quizzes and colouring activities. Take a look if you have a spare moment whilst waiting for your appointment!



## ORDERING MEDICATION FROM OUR WEBSITE

If you are going away on holiday for more than 1 month, or your medication re-order date falls whilst you are away, you may order more than one month's medication at a time. Please do this by contacting us on the **Medication Request Line: 01433 631 628**. This line is open every day 10am-12 and 2-4pm. Please allow an extra 24hrs (in addition to the standard 48 hrs) to process each extra month's worth of medication. Please note that you cannot routinely order more than one month's medication. This service is only for use when staying away from your home address for a period of time.



## HOLIDAY MEDICATION

If you have forgotten to take your medication on holiday, or have run out whilst you are away (in the UK) you will need to contact us to fax your prescription to a pharmacy where you are staying (as long as the chemist agrees to this). However, as the original script then needs to be posted to that pharmacy, you need to **SEND US A STAMP OR 60p to cover the cost of this postage**. It may not sound like much, but it adds up every month and the NHS should not be funding this cost. Thankyou.



## SURGERY TRAINING DATES

We close the surgery for staff training one afternoon a month (on the second Wednesday of the month).

On the following dates we will **close at 12.30pm** and re-open again at 8am (Eyam) and 8.30am (Bradwell) the next day :

**Wednesday 14th November**

## NEW FLOORING

We have had some improvements to our building at Eyam this year. We have had new flooring installed in our clinical rooms at Eyam Surgery this summer. We hope this will improve the environment and keep the rooms cleaner and brighter.

