**Practice Newsletter September 2023**

**Flu season is here! We are now booking appointments from 15:00 on Monday 3rd September.**

The surgery will be offering morning / afternoon / evening\* appointments throughout the weeks in October, patients eligible should have received a text message or a phone call to book an appointment.

\*Before 18:30.

If you fall under the below category you should have received a text message:

* those aged 65 years and over
* those aged 6 months to under 65 years in clinical risk groups
* pregnant women
* all children aged 2 or 3 years on 31 August 2023
* those in long-stay residential care homes
* carers in receipt of carer’s allowance, or those who are the main carer of an elderly or disabled person
* close contacts of immunocompromised individuals

Children under the age of 18 have not yet been called for, but will be in the next couple of weeks.

The practice have decided to capture as much information from patients which will include:

* Height
* Weight
* Smoking status
* Alcohol questionnaires
* BP checks
* Next of kin
* Carer status

**Covid autumn boosters** will commence shortly, no update regarding dates and location have been provided to the surgery at this time. Once we receive an update, calls will be going out to patients to let them know.

**Bowel Screening Program**

Currently invites 54 – 74 year olds, there are plans to extend this to 50 – 74 year olds by 2025. The practice encourages patients to return the screening kits and anyone who does not return the screening kits may be contacted via text message.

**Non-urgent appointments**

The practice would like to encourage patients to use our online consultation service for non-urgent appointments. Once the form has been completed we will be in contact with you to let you know when to expect a telephone call from the doctor.

<https://www.online-consult.co.uk/org/dr-zarrouk-and-partner>

**CPCS – Pharmacy referrals**

We are offering a new approach to improve access for patients to a same-day consultation with a healthcare professional. The aim is to direct patients to the most appropriate person to help them, which may be a GP or a community pharmacist.

If your symptoms can be resolved by a booked consultation with a community pharmacist instead of the GP, you will be given a same-day referral to a pharmacy of your choice. Your consultation may take place on the phone or in person at the pharmacy.

**Online services**

Practice staff are able to set up the use of online services for patients wishing to order prescriptions, please contact the surgery with your email details for us to enable this service for you.

**Patient Participation Group (PPG)**

We would like to know how we can improve our service to you and how you perceive our surgery and staff. Please contact reception if you are interested in having your say and being involved in the patient participation group.

**Missed mammogram appointments**

If you are a woman aged 50 and over, you are invited to receive your mammogram every 3 years. If you have recently missed an appointment for your breast screening, you can contact 01204 390454 to rearrange an appointment to be seen.

**Please let the surgery know any new or relevant information so that we can keep your records up-to-date:**

Change of address

Smoking status

Height and Weight

Next of kin

Are you pregnant?

New telephone number

Alcohol status

Are you a carer? And for who?