

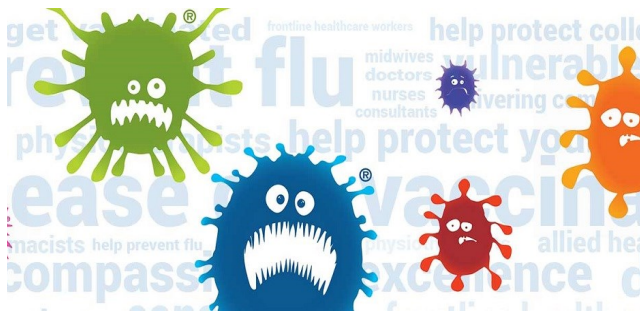


Flu Jabs 2023

Flu jab clinics start mid-September at the Practice. We have ordered enough jabs for all our eligible patients. Please support your GP Surgery (and to avoid wasted vaccine).

Flu clinics will run throughout the autumn and winter months and our first Saturday clinic will be 16th September. We have clinics running throughout the week too (including early mornings, throughout the day and evenings).

We are booking now. Text invitations are being sent to patients. If you haven't received one, please contact us.



This year's eligibility is as follows:

- Those aged 65 years and over (born before 1st April 1959)
 - * Respiratory disease
 - * Heart/vascular disease
 - * Kidney disease
 - * Liver disease
 - * Neurological disease
 - * Diabetes/adrenal insufficiency
- * Immunosuppression (due to disease or treatment)
- * Asplenia or dysfunction of the spleen
- * Obesity (BMI ≥ 40 kg/m²)
- Those aged 6 months to under 65 years in clinical risk groups
- Pregnant women
- Children aged 2 or 3 years on 31 August 2023
- Children (4—18 years but, only those in a clinical risk group should be jabbed at the surgery)
- Those in long-stay residential care homes
- Carers receiving carer's allowance, or are the main carer of an elderly or disabled person
- close contacts of immunocompromised individuals.

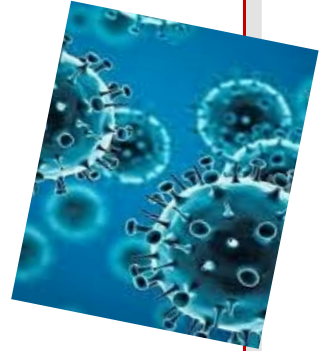
Autumn COVID Jab

The next COVID campaign is due to start in October.

Eligible patients are:

- over 65 years
- in a clinical risk group (over 6 months old)
- Household contacts of those with immunosuppression
- Carers
- Frontline health & social care workers.

Further information on how to book a COVID jab will be available soon.



Surgery Activity

GP Practices and other healthcare services are experiencing unprecedented demand. We are working really hard to ensure patients receive our healthcare services in an appropriate and timely manner.



As reported by [Appointments in General Practice - NHS Digital](#) (Jul 22—Feb 23), EPCC's total appointments per 1000 patients was 622 compared to the national average of 456. 320 of those appointments were with a GP, compared to NHSE average of 218.

Some of the activity at our practice during the month of June is as follows:

- GP appointments (face to face) **1149**
- Advanced Clinical practitioners & GP Registrars **748**
- Triage Calls **3267**
- Routine Calls **983**
- Nursing Team appointments **2918**
- Phlebotomy **1993**
- Home Visits (all clinicians) **602**
- Prescriptions **8103** (19314 items)
- Pathology Results reviewed **3473**
- Hospital letters reviewed/scanned **5235**

Our busiest days are Monday, Thursday and Friday. Our busiest hours each day are 8am and also at 2pm. Please, if telephoning the Surgery, try to ring outside of these times if possible.

Your patience is appreciated.

NHS Help with Weight Management

It is well-known that being over-weight presents health issues, and can lead to more serious medical conditions and impact quality of life.

A new NHS service is available to patients with a BMI of over 30. Patients will be contacted in due course and invited to partake in a 10 week programme (Your Health, Your Way), involving diet, nutrition and exercise.

If anyone would like to be included (before being invited), please contact the surgery for a consultation.



Appointment Non-Attendance

The figures below show one month's worth of wasted appointments (Jun 2023):

- GP — 34
- Advanced Nurse Practitioner — 14
- Nurse — 38
- Health Care Assistant — 28
- Phlebotomy — 59
- Diabetic Specialist Nurse — 3

Please let us know as soon as possible if you cannot make your appointment. Without adequate notice, we are unable to offer it to another patient. This adds to the length of time patients have to wait.



Patient Participation Group



We have an active PPG which meets every few weeks to discuss Practice service affairs and patient experience to

help improve the service.

We are always looking for new members. If this is of interest to you, please contact Sarah Petter at the Surgery for more information.

Clinician Update

Sadly, we say "Goodbye" to 2 of our most long-serving GPs. After 32 years, Dr Lim has retired from EPCC. He has loved working for Eastwood's patients.

Dr Atkinson, having been a GP partner for 20 years, has left the Practice to become the Medical Director of EMAS (East Midlands Ambulance Trust). We wish her all the best in her new role.

We will dearly miss them.



We are pleased to welcome a number of new clinicians in our team:

- Dr Laura Campbell—GP
- Dr Lauren Taylor—GP
- Lindsey—Practice Nurse

And we continue to have registrar placements, so you may see other new GP faces too.

Diary Dates - Surgery Closed

The Surgery will be closed from 12.30pm on the following afternoons for training purposes:

- 21st September
- 19th October
- 16th November

If you need to contact the Surgery during these afternoons and cannot wait until the following day, please call **111**.



Need another Sick Note?



If you need another sickness certificate (i.e. an extension), please do so through the NHS App and message us. It's much quicker than calling the Surgery. You **cannot** request a **new** sickness certificate this way though using the NHS App.

Need help with IT to access online medical services?

The NHS, and the wider health and care system, is committed to delivering information and services digitally wherever appropriate. For patients, digital health can mean better access to information and care, increased convenience, and more opportunities for greater control of their own health and shared care.

Do you need

help to use online medical services?

- Using the NHS App
- Accessing your medical record
- Ordering prescriptions
- Requesting Fit for Work certificates

Our Digital Inclusion Officer Team will be around at the **Church Walk site on a Wednesday morning (9am—12pm)** to offer support. Anyone experiencing difficulties or wanting guidance on how to use the NHS App, please feel free to drop in to see the Digital Inclusion Team. No appointment needed.

Our **Digital Inclusion Team** can be contacted on **07584 594206**

GP online services
Quick, easy and secure

- Book GP appointments
- Order repeat prescriptions
- Access your GP records