



Practice Newsletter August 2019

Flu Season 2019/2020

Anyone can get flu, but it can be more serious if you suffer from other health problems. In order to gain maximum benefit, you are advised to have the jab early. You are eligible for free flu vaccine if:

- ✓ You are aged 65 or over (by 31 March 2020)
- ✓ You suffer from diabetes, heart disease, chronic obstructive pulmonary disease, chronic renal, liver disease,
- ✓ You suffer from a respiratory disease such as COPD
- ✓ You are a carer
- ✓ You are pregnant.

We have purchased flu vaccines, taking into account the number of eligible patients on our register; we ask, therefore that you consider having your flu vaccination at the surgery. Please ask your GP or Practice Nurse if in doubt. Flu Open Clinics will be held on Saturday 7th and 14th September from 08.30am – 12.00noon
You do not have to book just walk in.

Appointments are also available every weekday throughout September. You can book online, by email or call the surgery. We look forward to seeing you soon.

GP Patient Survey

We are grateful to those of you who responded to the national GP Patient Survey. People registered at GP surgeries across England were asked about their opinion of the services that they receive. This survey was carried out by IPSO on behalf of NHS England. Of the 423 surveys sent out 117 (representing 27.65%) results were received. Details of the results can be found by following this link:

<https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85114>

We carried out our own in-house survey during June/July. The results are currently being analysed and will be shared with you in September. A big thank you to those of you who completed the questionnaires.

Self Care – Over The Counter Medication

Following instructions given to us by NHS England and Lewisham CCG, we will no longer be able to issue prescriptions for items that are available to buy over the counter for the treatment of minor ailments or seasonal conditions. These include bath, shower gels and body creams. This applies to prescriptions for adults and children. Please visit our website:

https://www.wellsparkpractice.co.uk/media/content/files/Lewisham%20Position%20Statement_Self%20Care%20and%20Health%20Supplements.pdf

Measles, Mumps and Rubella (MMR) Update

There has been an increase in the number of measles cases being reported in London. In June and July alone, there were 16 notified cases of measles. There are also reported outbreaks across Europe. Measles is highly infectious and can lead to other serious complications. You are



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best protected against measles and mumps with two doses of the MMR vaccine. An MMR national catch-up programme has been agreed for 10 and 11 year olds who have not received a completed course of vaccine via the routine immunisation programme. Please book an appointment with the Practice Nurse if you are in doubt.

PARKRUN PLEDGE

Our next Practice Parkrun is on Saturday 3 August at 9.00am and the first Saturday of every month. Doctors, nurses, reception and admin staff will be attending. We look forward to seeing as many of you as possible at the next event. If you have not previously registered, please register on the Parkrun website: <https://www.parkrun.org.uk/register/>. You can walk, run, jog, volunteer or spectate - take part in any way that suits you. It really is a great way to socialise, make friends and be part of a welcoming, supportive community.

Friends and Family Test

We wish to thank those of you who take time to complete the Friends and Family forms in reception and respond to our text messages. We received 316 completed forms in July. Of these, 265(83.86%) stated it was extremely likely or likely they would recommend us to their friends and family, 32(10.12%) were unlikely or extremely unlikely, and 19(6.01%) were neutral. We remain grateful for your feedback and comments.

Wasted Appointments

We offered 6687 appointments in July. We are grateful to the 6346(94.90%) who booked and attended. However, 341(5.09%) that people booked, did not show up, and failed to cancel. We are only able to offer these appointments to other patients if they are cancelled with enough notice. We appreciate that life happens, however, please help us to deliver an effective

service by cancelling your unwanted appointments. The simplest way of cancelling is by replying to our reminder text with the word CANCEL. This will cancel your appointment automatically without the need for staff intervention.

Staff Changes

We are pleased to inform you that Dr Komal Patel who was our GP Registrar will join the team as a permanent GP Associate on 12 August. We also congratulate Kevin Monks on his recent promotion as Reception Supervisor. He is now the first point of contact for all reception and premises related queries.

Practice Closure:

We will close all day Bank Holiday Monday 26 August. If you need urgent medical assistance which cannot wait until the surgery reopens, please call *Freephone 111* or visit *111.nhs.uk*. For chest pain or collapse please dial 999.

*Regards
Antonia*

WELLS PARK PRACTICE

1 Wells Park Road, Sydenham, London SE26 6JQ

Telephone: 020 8699 2840 email: lewccq.g85114-general@nhs.net www.wellsparkpractice.co.uk