

Autumn
2018



STAY HEALTHY
and
GET VACCINATED

Flu

Your doctor advises that It is really important that all those patients who are eligible, over 65's, those in 'at risk' groups and young children aged 2 or 3 on the 31st August 2018 have the vaccine.

With regards to who we can vaccinate, we have been given strict guidelines from the Department of Health for the children's influenza vaccinations and only those children who are 2 or 3 on the 31st August 2018 will be eligible at this time. This is in addition to those considered in an at risk group.

The children's vaccination will be administered via a nasal spray and not an injection, providing this is suitable for your child. Invitations have already gone out.

Our flu immunisation campaign has already started though this year it is different to previous years in that the over 65's will be having a different vaccine to the under 65's. This is a national programme that we are taking part in. The new over 65's vaccine is more effective in that age group than the vaccine the practice had to use previously.

Along with other local surgeries and pharmacies we have had supply issues with this new over 65's vaccine and we have had unexpected delays in receiving it.

Staffing Update

We are delighted to advise that Dr Niral Desai will be joining the Practice on a permanent basis from the end of October and he will be working 4 days a week to help with demand. We are also delighted to advise that doctor Tayyiba Ajmal will also be joining us to cover Dr Rhodes maternity leave. Dr Ajmal may already be known to some of you as she was one of our trainee registrars a number of years ago.

We continue to be a training Practice and Dr Goke, our first year trainee GP will be leaving us at the end of November after his 4 months with us ends. We will then have a new trainee doctor, Dr Dunning starting in early December for 4 months.

We are also delighted that we have a new Assistant Practice Manager, Amy Carter, who has experience of running another Practice. She will be able to assist patients with day to day issues and work closely with our Patient Participation Group.

Care Navigation

The Practice started the process of 'Care navigation' formally on the 2nd July this year. This was supported by both the Partners and Patient Participation Group who feel this should help save both patients and clinicians time. Our receptionists have been asking patients the reason for their appointment and then directing them to the most appropriate clinician or support worker to have their issue dealt with. This allows both doctors and nurses to focus on the issue at hand and also have an understanding of what the patient is seeing them about before the patient arrives which does help. We have also been able to save a number of appointments as some issues can be dealt with without the need to see to see a doctor. We do appreciate your help and support in this process and please be rest assured all Reception staff are fully compliant with confidentiality rules.

Extended Access

All local Practices, including Wetmore Road have signed up to a locality wide 'Extended Access' agreement. This locality wide service will see each Practice in East Staffordshire (Burton, Uttoxter and local villages) open between 6.30 and 8.00 in the evening on a rotation basis. This will mean we will open once or twice a month between those times. There will be one Practice in the locality open each evening and our patients are allowed to book in with other surgeries if needed, so you could be seen at a different surgery and we will also be seeing patients from other surgeries as required during those times. There will also be a number of Saturday morning clinics working in a similar fashion and our first will be in January, though you are now able to book Saturday mornings, again at other surgeries. We are also adding more appointments during the week to help with demand.



Patient Participation Group On-Line Survey

The Patient Participation Group (PPG) and the Practice would like to thank all those patients who responded to the recent on-line survey. We have had in excess of 400 responses at this time and the results are being reviewed by the PPG for discussion with the Practice about what is important to you. We will be discussing this at the next PPG meeting which is scheduled for the evening of Thursday the 22nd November from 6.00pm. All patients are welcome.



Support Group Packs

A member of our Patient Participation Group has collated a number of local Support Group information and put together in packs, which can be found in the waiting room. These include, Burton Prostate Cancer Support Group, Burton Macmillan Cancer Support Group, Dementia Support, Breast Cancer Care, Parkinson's Support Group and Stroke Support Groups. Please feel free to look through the information and a notebook is included if you need to take notes/contacts details.



Opening Times

Monday - Friday*
8.00am-6.00pm

*Closed Thursday lunchtime from 12:30 pm until 1:30 pm, plus one afternoon per month for staff training.

Speaking to a Doctor

If you wish to speak to any of the doctors then the best time to contact them is between 11.00 am and 12.00 pm each weekday.

Contact Details:

The Surgery
12 Wetmore Road
Burton-on-Trent
DE14 1SL
Tel: 01283 564848
Fax: 01283 569416

Web-address: www.wetmoreroadsurgery.co.uk