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PATIENT SURVEY 2013

It is a priority of ours to take on board any comments and feedback that our patients have, in order to improve the services that we offer to you. Therefore, we will soon be conducting our annual survey.

Once available, these surveys will be available to complete in the surgery at reception and online too at www.greyfriarssurgeryboston.co.uk.

We will inform our patients as soon as the survey is being conducted, both online and in the surgery via the noticeboards, TV screens and at the reception desk.

Please ask at reception for further details.

THE GREYFRIARS GAZETTE

Welcome to our second newsletter, in which we aim to provide all of our patients with current and relevant information. In this issue we touch upon our patient reference group, flu vaccines as well as our upcoming staffing changes. We hope that you find this informative and interesting, and as ever, we welcome any feedback that you may have.

An electronic copy of this newsletter can be found on our website, at www.greyfriarssurgeryboston.co.uk, where you can also book appointments, order prescriptions and much more.

Thank you for your support as we continue to update our services.

THE LINCOLNSHIRE EAST CLINICAL COMMISSIONING GROUP (CCG)

The Lincolnshire East CCG is formed of representatives from all GP surgeries in the area. They decide upon which services are commissioned (bought) for patients. The CCG are inviting patients to share their opinions about these services at a local event at

The Petwood Hotel, Woodhall Spa on Wednesday 21st August from 11:00 – 16:00.

If you would like further details or to confirm your attendance, please ask for a form at reception.

PATIENT REFERENCE GROUP

Do you have any opinions about how we can improve our services here at Greyfriars? Then get involved in our Patient Reference Group.

For further details and a signup leaflet, please ask at reception or alternatively visit our website.

STAFF UPDATE

We are sorry to announce that Dr Johnston is leaving and her last working day is 12th September 2013. She will be greatly missed but we hope you can join us in wishing her all the best for the future.

We continue to have GP registrars, fully qualified doctors, who are completing their GP training:

- Dr Krista is with us for another 12 months and Dr Ahmed is with us until the end of November
- Dr Lone and Dr Wiles join us in August for their final 12 months of GP training.
- Dr Wiles will remain with us, taking over Dr Paul Woods' post, so we encourage patients who used to see Dr Woods to start seeing Dr Wiles from here onwards.
- Dr Garg remains working as a locum for us 3 days a week, at least until the end of the year.

Dr Johnston's patients are welcome to see any of the doctors in the practice; we are working on a replacement and hope to have news early next year. In the meantime, Drs Doddrell and Niemotko will be working an extra day a week to reduce any shortfall in appointments.

Congratulations go to Lucy our Apprentice who has now been appointed as a permanent receptionist – we wish her well. Sadly, Anne our receptionist is leaving Greyfriars. We wish her well in the future.

REMINDERS

- Register online to book appointments and order repeat prescriptions! Ask a member of the reception team for more information and your login details
- Signup to our FREE text messaging service to remind you about your appointments! Signup at reception today.
- Provide your consent for answerphone messages to be left on your telephones. Signup today at receptions.

POOLED LIST

You may have seen on you repeat prescription the issuing GP name of 'Pooled List'. A Pooled list means you are registered at Greyfriars for the moment but not assigned to a specific GP. You can always see any Doctor in the Practice and once our replacement GP's are in post, Pooled List will disappear and you will be registered once more under a named GP instead.

FLU VACCINES

It's that time of year again, flu season is almost upon us and we are busy scheduling dates for this years' flu clinics. If you are eligible for the flu vaccination we will be contacting you either by phone or post to book you in. You are eligible for the flu vaccination if you:

- are 65years and over
- have a chest complaint such as asthma or bronchitis
- have diabetes
- have a lowered immunity due to disease or treatment or cancer treatment
- are pregnant

Our clinics are being held:

Saturday 5th October

Tuesday 8th October 1.30-4.15pm

Tuesday 15th October 2.30-4.15pm

Wednesday 16th October 2-3.45pm

Saturday 19th October

Thursday 24th October 8.40-6.10pm

Wednesday 30th October 2-3.45pm

More dates are yet to be confirmed. If you have any questions about the flu clinics, please ask a member of staff at reception.

SHINGLES

In conjunction with the annual flu campaign, we will be offering shingles vaccinations to patients aged 70 on the 1st September 2013. In subsequent years all patients reaching 70 by the 1st of September will be invited for the vaccine.

The vaccine needs to be given before patients reach 80 year of age. People over 70 but under 80 will be invited for the vaccine when they have reached 79 by the 1st September. This means that if you were 79 when the 1st September was reached this year, you will also receive an invitation for a shingles vaccine.

Unfortunately we cannot offer the vaccine to anybody aged 71 to 78 as there are not enough vaccines available but this may change in coming years. Please ask a member of staff for more information.