Ash Tree House



Dr Brown, Dr Franklin, Dr Chavali, Dr Zengeni,

**Invitation for Seasonal Flu Immunisation**

We would like to invite all eligible patients to come in to the surgery to receive a vaccination against Flu this winter. This year **Ash Tree House** is able to offer a Flu vaccine that protects you against 4 strains of Flu.

We will be opening on **Saturday 30th September** specifically for Flu vaccinations.

We will be holding a number of Flu clinics on various dates from 2nd Oct onwards give reception a call for more information or to book.

**Patient Access**

Did you know that you can manage your repeat prescriptions online, book and cancel appointments and have access to test results and some care history by registering for **Patient Access?**

Simply pop into the surgery with photographic identification and sign up to patient access today patients have found it to be very beneficial.

**Repeat Prescriptions**

In August we issued **7933** prescriptions!

 If you would prefer to telephone the designated prescription line it is open **10am-2pm** and **4pm-5pm** on

**01772 686602**

Welcome to the second edition of our Ash Tree House Newsletter. We will be publishing the Newsletter on our website for you to download and find out lots of relevant information about the surgery and other initiatives and schemes from the NHS.

**Facebook**

Did you know we have a Facebook account? Simply log on to Facebook, search “**Ash Tree House Surgery**”, and like our page. We regularly post interesting and relevant information to the page regarding health issues but also community involvement.

 **Can’t make it… Don’t need it… Cancel it!**

We understand it can sometimes be difficult to arrange a convenient appointment around your busy lives. At Ash Tree House we do our absolute best to offer as many appointments as possible with 10,732 patients ensuring everyone gets the care that they need in a timely manner.

Every month we track the number of appointments that patient’s do not attend. Unfortunately, in August, there were 110 appointments with non-attendance. These were made up of 11 GP appointments and 99 Nurse appointments.

I’m sure you will agree this is a frustrating statistic – whilst we recognise that sometimes non-attendance is unavoidable, we would ask that if you know you are unable to make an appointment or no longer need it, please ring Reception and cancel your appointment so that others may benefit from it.

We are currently trialling **Reminder Calls** 24hours before the appointment time to try and decrease these figures.

**Patients who frequently do not attend appointments may be contacted by the Practice and removed from the practice list**.

**Practice & Staff News**

Warm welcome to

**Leanne & Lydia**

Our new Receptionists to the Reception Team

We are thrilled that they have joined us

Best Wishes

**Kate**

Also from the Reception Team who started her maternity leave this month

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**Cake Sale**

**Macmillan Cancer Support**

On Thursday 28th September we will be selling cakes in the main Reception area to raise money for Macmillan cancer support.

If you are in Kirkham that morning pop in and purchase some homemade cakes to support this worthy charity.

We look forward to seeing you between 10am and 12 noon