

## Winter 2015 / Spring 2016

### Floods December 2015

Appleby Medical Practice would like to thank all our Patients for their support and understanding during this period.

Fortunately, we were not flooded but encountered issues due to loss of power, loss of stock and access to the building.

Throughout this period we were able to continue consulting; either within the Practice or from our neighbouring practice, which ensured patients who were unable to reach the practice received continuity of care.

### Vaccinations

#### Pneumococcal

If you are under 2 or 65+ yrs old or have a Long Term Condition you may be eligible for a Pneumonia Vaccination.

#### Shingles

If you are 70, 78, or 79 you may be eligible for a shingles vaccination.

### Closed for Staff Training from 12.30pm until 8.00am following day - 2016

24<sup>th</sup> February  
17<sup>th</sup> March  
20<sup>th</sup> April  
19<sup>th</sup> May

### Named GP

Since April 2015 all patients are to have an allocated GP. The GP will have overall responsibility for the care and support that our surgery provides to you. This does not prevent you from seeing any GP in the practice as you currently do.

### Patient Access Online

Patients are now able to access test results online, as well as order prescriptions, book appointments, view a personal health summary – please speak to a member of staff for further details.

### Minor Ailments

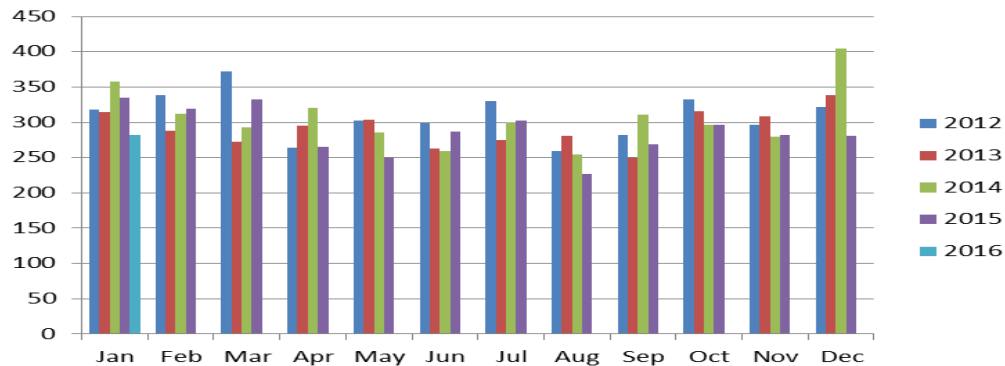
Pharmacies are now able to prescribe for Minor Ailments. These include a range of concerns including Indigestion, Heart Burn, Constipation, Haemorrhoids UTI's, Coughs, Colds, Sore Throats, Earache, Worms and Head Lice. You may be sent back to the GP if more treatment is necessary. Prescriptions are FoC for eligible patients.

### Appleby Medical Practice in figures – October – December 2015

Number of face to face appointments - **5140**  
Telephone Consultations - **1538**  
Number of patients currently registered with the Practice – **4818**  
Number of Temporary Patient in 2015 – **273**  
Number of Prescription requests – **6487**  
Number of prescriptions requested online - **262**  
Number of appointments booked - **7448**  
Number of appointments booked online – **12**  
Number of appointments that patients failed to attend - **253**  
Number of appointments booked online that the patient failed to attend – **1**

### Sample of Recent Feedback

“They asked questions about how I felt and they gave me good advice about what to do”.  
“Willingness to follow up a concern and provide a service without any reluctance at all – very helpful when unsure as a patient of professional responses (due to previous experiences)”.  
“Surgery is clean but reception frequently smells. Ventilation here not good enough or smells coming from somewhere else. Reception could be made brighter and more interesting – is a bit dingy. Care good!”  
“The appointment was on time and the procedure was carried out in a most professional manner, with an explanation of what was happening. It took very little time and I was very comfortable”.  
“The Doctor was kind professional and listened to what I had to say”.



Antibiotic usage within the Practice over a five year period.

“Thank you for understanding the importance of Antibiotic resistance”

### Your Feedback / Suggestions

