



PARKSIDE SURGERY SEPTEMBER NEWSLETTER

STARTERS ☺ We are pleased to welcome Harry Wright who joined us on 24th July. Harry will be with us for one year whilst he undertakes his Business Admin Apprenticeship. Dr Matthew Pearson completed his GP Training in July and we are happy to report that he will be staying with the practice as he has now joined us as a salaried GP.

LEAVERS ☹ Mandy Swain, Senior Patient Services Coordinator will be retiring on 14 September. Mandy has been with the practice for 24 years and will be greatly missed by both patients and colleagues alike. We wish Mandy a long, happy and healthy retirement.

PARKSIDE SURGERY - FLU VACCINATION CLINICS 2018

We will be holding separate drop-in clinics dependent on your age this year—please ensure that you attend on the correct date/time for your age group.



65+ AGE GROUP

Friday 7 September	08.30 – 10.00	Friday 12 October	13.00 – 14.30
Friday 14 September	14.40 – 15.30	Friday 19 October	10.50 – 12.10
Weds 26 September	14.20 – 15.50	Weds 24 October	13.00 – 14.30
Weds 3 October	08.30 – 10.10	Weds 2 November	08.10 – 10.00

18 – 64 AGE GROUP* (please see following page for eligibility criteria)

Tuesday 18 September	17.40 – 18.30	Monday 1 October	08.10 – 08.50
Weds 19 September	14.40 – 16.10	Tuesday 2 October	18.40 – 19.50
Monday 24 September	16.50 – 17.40	Weds 10 October	08.30 – 09.30
Weds 26 September	08.30 – 09.30	Weds 17 October	08.30 – 09.30

PLEASE NOTE STOCK IS LIMITED THIS YEAR AND WE ARE UNABLE TO SOURCE MORE VACCINE

WORLD'S BIGGEST COFFEE MORNING

BEST DECORATED CAKE COMPETITION (see below for entry details)

TOMBOLA

BOOK STALL

HAMPER RAFFLE
Tickets available NOW at Reception

CHILDREN'S CORNER & COMPETITIONS

CRAFT STALL

CAKE AND COOKIE SALE
(see below for donation details)

COMPETITIONS— Guess the Doggy's Name, The Big Sweetie Count

**MACMILLAN
CANCER SUPPORT**

Friday 28th September from 10.00-12.00

Alfreton Primary Care Centre—Health Promotion Room

PARKSIDE SURGERY INVITES **YOU** TO OUR MACMILLAN SUPPORT COFFEE MORNING

We would be grateful for your cake or cookie donations! If you can donate or would like to enter the **Best Decorated Cake Competition**, deliver to us after 15.00 on Thurs 27 Sept or by 09.30 on Fri 28 Sept.

NHS FLU JAB ELIGIBILITY

The injected flu vaccine is offered free of charge on the NHS to people who are at risk. This is to help protect them against catching flu and developing serious complications.

You should have the flu vaccine if you:

- are 65 years of age or over on 31 March 2019
- are pregnant
- have certain medical conditions (see below)
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill

Frontline health and social care workers are also eligible to receive the flu vaccine. It is your employer's responsibility to arrange and pay for this vaccine.

FLU JAB FOR CHILDREN

The flu vaccine is free on the NHS for:

- children over the age of 6 months with a long-term health condition
- children aged 2 and 3 on 31 August 2018 – that is, born between 1 September 2014 and 31 August 2016
- children in reception class and school years 1, 2, 3, 4 and 5

Children aged between 6 months and 2 years of age who are eligible for the flu vaccine will receive an injected flu vaccine.

Children eligible for the flu vaccine aged between 2 and 17 will usually have the flu vaccine nasal spray.

FLU VACCINE FOR PEOPLE WITH MEDICAL CONDITIONS

Chronic (long-term) respiratory diseases, such as asthma (which requires an inhaled or tablet steroid treatment, or has led to hospital admission in the past), chronic obstructive pulmonary disease (COPD), emphysema or bronchitis

- Chronic heart disease, such as heart failure
- Chronic kidney disease
- Chronic liver disease, such as hepatitis
- Chronic neurological conditions, such as Parkinson's disease, motor neurone disease or multiple sclerosis (MS)
- Diabetes
- Problems with your spleen – for example, sickle cell disease or if you have had your spleen removed
- Have a weakened immune system as the result of conditions such as HIV and AIDS, or medication such as steroid tablets or chemotherapy
- being seriously overweight (BMI of 40 or above)

This list of conditions isn't definitive. It's always an issue of clinical judgement. Please ask at reception if you think you should have a flu jab but do not fit into one of the above categories.

If you live with someone who has a weakened immune system, you may also be advised to have a flu vaccine. Speak to your GP or pharmacist about this.

TYPES OF FLU VACCINE AVAILABLE

This year (2018) there are 3 different types of flu vaccine:

- a live quadrivalent vaccine (which protects against 4 strains of flu), given as a nasal spray. This is for children and young people aged 2 to 17 years eligible for the flu vaccine
- a quadrivalent injected vaccine. This is for adults aged 18 and over but below the age of 65 who are at increased risk from flu because of a long-term health condition and for children 6 months and above in an eligible group who cannot receive the live vaccine
- an adjuvanted injected vaccine. This is for people aged 65 and over

Information taken from NHS.UK website

ONLINE ACCESS TO YOUR MEDICAL RECORDS

Did you know that just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app (ie Evergreen Life or SystmOnline). You can choose to:-

Book and cancel appointments with your doctor online, when it suits you.
Order repeat prescriptions. Some patients have found that they save money and time as they don't need to make a special trip to their surgery to order repeat prescriptions.

Look at part of your GP records online. You can look at your records whenever you want, even from the comfort of your own home. The type of information you will be able to see will depend on the access that you sign up for. Online services are free to use and are just another way of contacting the surgery. You can still ring us or come into the surgery in person like you do now.

Please see our website for more information or ask at Reception.

APPOINTMENT ATTENDANCE

During July/August **8297** appointments were made with a member of the clinical team.
97.1% of patients attended the appointment they had booked.

Please help us to offer a better service by cancelling any appointments you are not able to attend so that someone else can benefit from them.

PERSONAL DATA

Where we hold email addresses and mobile telephone numbers for patients we will only use them to send information regarding appointments, reviews or your medical conditions. If you decide that you do not wish to receive sms texts or emails from the practice please contact us and we will make the necessary amendments to your records.

CAR PARKING

The car park is used by all visitors to the Health Centre – please use when attending appointments/ visiting the centre **only**

PHLEBOTOMY CLINIC AT DERBY URGENT CARE CENTRE

ADULTS - WALK IN

Wednesday 16:00-19:00
Thursday 16:00-19:00
Friday 16:00-19:00
Saturday 08:00-12:30
Sunday 08:00-12:30

CHILDRENS BLOODS - Pre booked ONLY

Mondays 13:00-19:00 Tuesdays 08:00 - 10:30

TO BOOK A CHILDS BLOOD TEST
APPOINTMENT, FROM AGES 2-12 - RING 0300
1000 438—LINES ARE OPEN WEEKDAY'S
BETWEEN 10AM AND 4PM.

STAFF TRAINING

We will be closed from 1.30 pm on
 12 September, 17 October,
 14 November

Please ring 111 if you need
 medical advice after 1.30pm on
 these dates.

SMS TEXT/EMAIL MESSAGE

We can send you a reminder of your appointment details the day before your appointment by text message or email. If you would like text message or email reminders please ask at reception. You will need to ensure that we have your up to date mobile phone number and/or email address either by advising us at reception or completing the "Update your Records" form on the Practice Website www.parksidesurgery.co.uk

PARKSIDE PATIENT PARTICIPATION GROUP



Who are we?

We are a small group of patients who meet 6 times/year to help the practice and the patients.

What do we do?

We hold coffee mornings where patients can come and chat to us.

We invite professionals to come and explain about serious illnesses such as Oral Cancer and Prostate Cancer.

What don't we do?

We don't get involved in medical matters.

We don't discuss our own, family or friends medical problems

We would welcome new members of all ages who feel they could help. Meetings have been arranged for the following dates in 2018 and start at 6.00pm:-

- * 18th September
- * 13th November

Please contact either Heather on 0784 064 0240 or Janet on 0772 962 4374 or via email @ ppgparkside@gmail.com

FRIENDS AND FAMILY TEST

12 patients filled in the friends and family test during July/August when asked how likely they would be to recommend the surgery to family or friends the responses were:-

Extremely likely ⑨ Likely ① Neither ② Unlikely ① Extremely unlikely ①

When asked whether the practice had improved over the past 12 months the response were:

Quick service, friendly

Yes it seems to improve every time i go

No

Yes. High standard of primary care, with constant reviewing and implementation of best practice.

The only thing to comment on is the waiting time for an appointment has increased within the last year.

Yes, however I do not think the new check in system protects your data, when you are waiting behind someone you can see all their information as the text is so big. I do not like my private details being seen— **We are monitoring this however patients still have the option of checking in at the reception desk if they prefer.**

I haven't noticed any significant changes but then the changes may have been ones that wouldn't necessarily affect me. i have always received a first class service from Parkside and have been going there for approx 10 years.

No—worse

No - some deterioration but reception staff good.

There is a short questionnaire you can complete either on our website www.parksidesurgery.co.uk or by asking at reception for a card to complete. If you choose to fill in a card there is a box on reception where you can put the completed card.