

Drs Anderson, Pedder-Smith, Folwell and Klakus

## *medical* CENTRE

Autumn 2018 Newsletter

**Welcome!**

Dr David Smith has joined us as a trainee GP and will be with us for approximately 6 months. Dr Smith is a fully qualified doctor and is completing part of his GP training with us.

We have 2 Physician Associates joining us for training, Emma Hewitt and Mahya Parvez will be with us from September. They will be observing some clinics and then go on to see patients so you may be offered appointments with them in the future.



## 2018 FLU CAMPAIGN



We are managing the 2018 flu campaign differently to previous years. This is due to delivery schedules and different vaccines for different age groups.

The following groups of people are eligible for a flu vaccination:

Aged 65 or over

If you have a diagnosis of:

- chronic liver disease
- diabetes
- asthma
- chronic airways disease (COPD)
- heart disease
- Parkinson's disease
- Multiple Sclerosis
- HIV / AIDs

You are also eligible for a flu jab if you are **pregnant**, if you are a **carer** for another person, if you have had your **spleen removed**, if you are undergoing **chemotherapy**, if you are **overweight** (BMI over 40) or if you are on regular treatment with **steroids**.

If you are aged 18+ and in one of the 'at risk' groups above, please contact us on 01377 243055 to arrange an appointment.

We are awaiting further information regarding delivery dates for vaccines for under 18's, please keep an eye on our website and Facebook page for further updates.



## **Time for Training**



**We will be closed from  
12pm on the following dates:**

**Thursday 27 September**

**Tuesday 23 October**

**Wednesday 21 November**

**The practice will reopen as usual at  
8am the following day**



**Find us on:  
facebook®**

We now have a practice Facebook page to keep our patients informed of important practice updates.

**[www.facebook.com/  
driffieldmedicalcentre](http://www.facebook.com/driffieldmedicalcentre)**

## **SIGNPOSTING**

It has been practice policy for some time now for our admin team to 'triage' all same day appointment requests. We have worked very hard to train our nurses to treat minor ailments and were very lucky to welcome Caroline (our Advanced Nurse Practitioner) to the team.

When you contact us to request an appointment your request is triaged so you are booked in with the most relevant clinician.

In addition to the current triage system, the CCG have worked with all local practices to develop a 'Signposting' service. If you contact the surgery with a condition that can potentially be treated by a more appropriate service, you will be 'signposted' to that service. For example if you contact us with an eye problem, you will be asked questions about the problem and may be asked to attend an optician.

The Signposting service is in the final stages at present but will be active in the surgery in the near future.

## **FAILED APPOINTMENTS**



**Please remember to cancel your  
appointment if you are unable to make it**

**120 appointments were missed in August 2018**

This equates to **20 hours of wasted clinical time.**

**120 extra patients could have been seen in these missed  
appointments**

We do what we can to limit the amount of wasted appointments; We offer a text reminder service, text messages are automatically sent to your mobile number. If you haven't already provided your mobile number please contact us and we will update your record.

We also have an automated appointment cancellation line which is available 24/7



**Are your contact  
details up to date?**

**Have you changed your  
mobile number recently?**

**You can update your  
contact details at  
reception or over the  
phone.**