

Autumn - October 2018 – FLU CLINIC INFORMATION



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Staffing

A huge welcome to the surgery team to Dr Fiona Robbie, our new Partner. We have also welcomed Dr Lauren Short as one of our salaried doctors as well as Debbie Gibbons, our new Phlebotomist. The reception team would also like to welcome Sheryle who joined us a few weeks ago. All our new staff come to us with a wealth of experience so will hopefully settle in to their new role with ease.

Drop-in Flu Clinics

Our first drop-in flu clinic on Saturday 29th September was attended by record numbers! Due to a national shortage of flu vaccination, this did unfortunately mean that for the first time ever, we ran out of our allocated 'over 65' vaccines. It is with regret we cannot offer this vaccination to our over 65 age group until we have completed our next drop in clinic, by which time our second national allocation will have arrived. Our remaining national allocation should be with us by the first week in November when we will have mid-week clinics.

Our Next Drop-in Flu clinic for eligible patients is on Sat 20th October 8.15am – midday. Children who are due the nasal flu vaccine and have received a letter from us, can attend this clinic.

If you are a Southbourne Surgery patient and eligible, please drop in to our clinic. The Department of Health recommends flu vaccinations annually and pneumococcal vaccinations as an 'once only' vaccine, for all people over 65 years of age by 31st March 2019. They also strongly recommend that people in the following risk groups have the vaccine regardless of age:

HeartDisease/ChronicRespiratoryDisease/Asthma/Diabetes/KidneyDisease/Immunosuppressed/Carers/Splenic Dysfunction/Pregnant Women/Neurological Disease.

Please note there are changes this year to the drop in clinics with regard to young children.

All those children aged two and three, but not aged less than two or aged four or over on 31st August 2018 (i.e. born on or after 1st September 2014 and on or before 31st August 2016) are invited to the drop-in clinic on Saturday 20th October when specific vaccines will be available. For those eligible children and those patients who are less mobile and unable to attend the drop in clinic, please call the surgery on 01243 388740 after the October clinic to arrange an appointment. If you are unsure of any of the above information, please ask at reception where we will be happy to help.

Changes in Prescriptions Requests

Once again we would like to inform you that in May 2018 the NHS made changes with regard to certain medications making them no longer available on prescription. Certain medications that you have previously had on prescriptions might be on the list. If so, you will be informed that you are now expected to purchase that specific medication over the counter at the pharmacy. Also, please be

mindful of wastage – if you do not require some medication, please don't tick that box and have a medication stock pile situation.

Southbourne Surgery Website – Self Care

This is the time of year that we get an increase in patients with coughs, colds, sore throats, flu, etc. We urge you to take a look at our self-care area on the website

<http://www.mysurgerywebsite.co.uk/info.aspx?p=17&pr=H82078> to see if there are steps you can take at home in the first instance. Also please make full use of our excellent pharmacists who are highly qualified and often able to advise on managing your symptoms.

Appointment Attendance

Seasonal demands put extra pressure on the entire NHS so we all must work together in ensuring we support all our services. With that in mind, please attend your appointment and attend it on time. Our clinicians do have the right to ask you to rebook your appointment if you turn up late for your slot, so please build in some resilience (i.e. traffic, railway crossing) to your allocated time. We have a number of patients who are repeatedly not attending their appointments, the consequences of which are other patients who are just as much in need, have to wait longer. **PLEASE ATTEND YOUR APPOINTMENT OR CANCEL YOUR APPOINTMENT.**

Treatment of Ear Wax

Ear wax is normal; some people make more wax than others. It has natural antiseptic properties and prevents the skin in the ear canal from drying out and suffering from inflammatory skin conditions such as eczema and dermatitis. Ears are self-cleaning; the movement of your jaw whilst eating and talking moves the wax along the canal. Sometimes, it is necessary to remove ear wax if your ear is blocked and you can't hear. Please refer to our self-help area on the website for advice on how to soften the wax **Please note that we no longer offer ear syringing.** Further details of private microsuction clinics can also be found in the same area on the website.

Extended Access Hub – formally known as MIAMI CLINIC (Minor Illness and Minor Injury)

We are delighted to inform you about the extended hours service we now offer. This will hopefully be good news for those patients who often express a wish for longer evening opening hours with a GP service. This is a service running Tuesday afternoon/evening from Southbourne Surgery and a variety of days at Cathedral Surgery in Chichester, along with Parklands Surgery, Selsey and Witterings. We are working collaboratively with the Chichester Alliance of Medical Practices giving all our patients more options to be seen. This service is **ONLY** to be used for minor illnesses, new muscular skeletal problems and new lumps. We cannot use this service for ongoing medical problems for which you are already being treated. When you call the surgery, if it is appropriate and you need to be seen for such an illness, you might be offered one of these appointments. We urge you to use this service whenever possible so that we continue to have it on offer. You will always be asked prior to booking the HUB appointment if you are happy for us to share your medical records with the HUB clinician. This is so that they can access and update your medical information. If this service proves to be a success then we hope to extend the hours to further evenings and weekends

.....USE IT OR LOSE IT.

If you have any questions at all regarding the Extended Access Hub, please ask at reception where we will be happy to talk you through it. This is a new service, so we are all learning the finer details and we thank you for your patience in its infancy.

Claire McCann

Patient Liaison Coordinator