**The Beeches Medical Centre** 

**Hello and welcome to our Autumn newsletter.**

**Care Quality Commission Inspection**

The practice is being inspected by the Care Quality Commission (CQC), on Tuesday 22nd September 2015. The practice is closed from 1pm that afternoon for staff training. We have comment cards provided by CQC in the practice for patients who would like to complete to help the CQC team access patient views. Once received, we will publish the CQC report on line and have copies available in the practice, in about two months’ time.

**Staff changes**

No doubt many have noticed the changes in front desk, we are happy to welcome Hayley who is our Reception Manager and has already made a huge impact with her leadership skills and efficiency. We are also happy to welcome our new receptionists Linda and Abbi. Barbara has also joined the practice to assist with secretarial work.

We are also happy to welcome back Dr Nawab who was away on maternity leave and is now back wth us. Drs Penman and Fraser have left to continue their training and will be greatly missed. We hope to see them back someday.

**Staff news**

We wish Dr Elwell our very best wishes on her forthcoming wedding and hope that the sun shines on her wedding day.

**Health checks**

I would like to take this opportunity to promote the health checks that are on offer for anyone aged between 40 and 74 years old. This is to detect any problems e.g. diabetes or raised blood pressure. If you are having any other assessments for other health problems please ask the doctor or nurse about it or ask at reception. Anyone can have a health check although it is targeted towards 40 -74 year olds with no pre-existing conditions.

**Appointments**

As you may be aware surgeries are struggling with appointments. Please help us to manage ours effectively. If you cannot keep your appointment please cancel it within 48hours so we can offer it to someone else. Practice Nurse Appointments are particularly valuable as they are usually 30-40minutes long and difficult to fill at short notice. Telephone appointments are also available for those who have work commitments which preclude their attendance. However if a physical examination is needed you may still need to book a face to face consultation.

If you have any questions or issues please speak to one of our receptionists who are always happy to help and will pass any queries they cannot answer to either a doctor or the practice manager.

**Practice opening times – changes**

From 1st July 2015 we now no longer close at lunchtimes. From the 1st October 2015 we will be opening until 6pm on Thursday afternoons.

Please see the table below for days and times that our clinicians are available

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Clinician** | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** |
| **Dr Nugent** | **Y** | **Y** |  | **Y** |  |
| **Dr Maguire** | **Y** | **Y am only** | **Y** |  | **Y** |
| **Dr Forrest** | **Y** | **Y** |  | **Y** | **Y** |
| **Dr Baker** | **Y** |  | **Y** |  | **Y** |
| **Dr Burke** | **Y** | **Y** | **Y** |  | **Y** |
| **Dr Elwell** |  | **Y** | **Y** | **Y** | **Y am only** |
| **Dr Nawab** | **Y** | **Y** |  |  |  |
| **Nurse Paddock** | **Y** |  | **Y** |  | **Y** |
| **Nurse Garvey** |  | **Y** | **Y** |  |  |
| **Nurse Hulme** | **Y** | **Y am only** | **Y am only** |  | **Y** |

**Wellbeing Clinic**

We have a Wellbeing clinic on Thursday mornings for patients who may feel isolated, lonely or just need to share some activity with a friendly group. Please ask a receptionist/doctor or nurse for more details.

**Immunisations**

 The introduction of the new Meningitis B vaccine for babies is offered at two and four months of age and a booster at 12/13 months of age. The Men ACWY vaccine is available for Year 13 students and mature students aged 19 -25 who haven’t previously been vaccinated through the school programme.

Flu vaccines have arrived as they were delivered ahead of schedule this year, so please book an appointment at reception. Patients qualify for a free flu vaccination in the following categories, those over 65 in clinical risk groups e.g. Diabetes, heart disease, respiratory problems and COPD, kidney disease, children aged 2, 3, and 4 can nasal flu protection .age group, pregnant women, carers). As with previous years we will vaccinate opportunistically so if you are in the surgery for any other reason please ask for a flu vac if you are eligible. Please ask also if you are eligible for shingles vaccine when you are having your flu jab and pneumococcal vaccine.

We have zero tolerance towards abuse of any of our receptionists and any patient who does so will have an alert note placed on their medical record and may be asked to register with another practice.

We wish you a happy autumn and Halloween and watch out for the Christmas newsletter as it’s only a 101 days until Christmas Day.