



# The Old School Surgery August 2011

## PRACTICE NEWS

### AUGUST BANK HOLIDAY

Please note the surgery will not be open on Monday 29<sup>th</sup> August 2011, listed below are local pharmacies which will be open over the August bank holiday:-

### PHARMACY OPENING HOURS

Pharmacy	Address	Postcode	Telephone No	Monday 29/08/11 BANK HOLIDAY
ADDA Pharmacy	Narborough Road South, Leicester	LE3 2LL	0116 281 5010	9am – 6pm
ASDA Pharmacy	ASDA Superstore, Jericho De La Finca, Blake Close, Hinckley, Leics	LE10 1SS	01455 896 719	9am – 6pm
Boots the Chemist	2 Britannia Centre, Hinckley, Leics	LE10 1RE	01455 637 445	10am – 4pm
Boots the Chemist	Unit 2 Fosse Park Shopping Ctr, Leicester	LE19 1HJ	0116 289 2382	10am – 4pm
Delivery Pharmacy	Unit 3, Jacknall Road, Dodswell Bridge Ind Est, Hinckley, Leics	LE10 3BS	01455 238 564	9am – 6pm
Sainsburys Pharmacy	Fosse Park, Grove Park Triangle, Enderby	LE19 1WT	0116 263 1153	9am – 7pm

### FLU

Seasonal flu is a highly infectious respiratory illness caused by a variety of different flu viruses. It spreads rapidly through droplets dispersed by the coughs and sneezes of infected people.

Each year, a vaccine is developed to protect against the strains of flu virus that are expected to be most prevalent that winter. This 'flu jab' is used not just in the UK, but throughout the Northern hemisphere. It gives good protection (70-80% reliability) against all strains of flu included in the vaccination and lasts for a year.

The entire process of developing the seasonal flu vaccine is led, organised and overseen by the World Health Organization (WHO).

The flu jab is offered to people in at risk groups. These are people, such as pregnant women and the elderly, who are at greater risk of developing serious complications if they catch flu.

## **WHO SHOULD HAVE THE SEASONAL FLU JAB?**

For most people, seasonal flu is unpleasant but not serious and they recover within a week.

However, certain people are at greater risk of developing serious complications of flu, such as bronchitis and pneumonia. These conditions may require hospital treatment. A large number of elderly people die from flu every winter.

The seasonal flu vaccine is offered free of charge to at-risk groups to protect them from catching flu and developing serious complications.

### **At-risk groups**

It is recommended you have a flu jab if you:

- are 65 years of age or over
- are pregnant (see below)
- have a serious medical condition
- are living in a long-stay residential care home or other long-stay care facility (not including prisons, young offender institutions or university halls of residence)
- are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill

### **Pregnant women**

As was the case last year, this winter (2011/12) it is recommended that **all** pregnant women should have the seasonal flu vaccine irrespective of their stage of pregnancy.

This is because there is good evidence to suggest that pregnant women have an increased risk of developing complications if they get flu, particularly the H1N1 strain.

Studies have also shown that the inactivated flu vaccine can be safely and effectively administered during any trimester of pregnancy. The vaccine itself does not present an increased risk of complications to either the mother or baby.

If you are the parent of a child (over six months) with a long-term condition, speak to your GP about the flu vaccine. Your child's condition may get worse if they catch flu.

Please make an appointment with reception for your flu vaccination we will be holding our first flu vaccination clinic on the 1<sup>st</sup> October 2011.

## **Breathe Easy, Be Free, Be Smoke Free**

Free service for smokers, please see attached flyer.

## **DID NOT ATTEND**

Further to previous appeals to help both other patients and the surgery the number of patients not attending an appointment has dropped to an average of 35 per week, thank you. Please continue to help drive this number down if you are unable to attend by cancelling your appointment.

## **ATTENDING ACCIDENT & EMERGENCY (A&E)**

We have noted that many patients are attending A&E with problems that can be dealt with at the surgery. With an increased demand on NHS resources it is far more cost effective for you to be seen at the surgery rather than at a busy A&E where staff are dealing with medical emergencies. The doctors and nurses at The Old School Surgery have a wide range of expertise and experience.

## **PATIENT REFERENCE GROUP – REMINDER TO ALL PATIENTS**

The practice is setting up a Patients Reference Group to give us feedback on the range and quality of our services and tell us where we can improve.

Our aim is to reach a wide range of patients so we get views from across our population. To make it as easy as possible for you and us, it will be a virtual group. This means most of the communication will be through email and completing online surveys.

### **WHAT WILL BE INVOLVED?**

The main role of the group is to give us feedback through a survey. Patients will be asked a series of simple questions about how we are doing.

We want to post the right questions, so the group will be asked to tell us what questions we should be asking. We will then publish the survey results along with our proposal to improve the areas it highlights as in need of change. You will have the chance to let us know if you agree with our plans. At the end of the year we will publish the results of our achievements.

### **WHAT WILL I HAVE TO DO?**

If you are interested in helping us to improve, simply look out for the flyers in reception or go onto our website at [www.theoldschoolsurgery.com](http://www.theoldschoolsurgery.com)

## **CONTACT DETAILS**

Please can you let us know if your contact details change. From time to time we may need to speak to you urgently and this can be very difficult if we don't have an up to date telephone number, either a land line or mobile number, or both, is very helpful.

We are considering texting patients with regards to appointments, please can you let us have your mobile number if you are happy for us to contact you in this way.

## **PRACTICE NEWS**

Remember if you have any suggestions or would like to see something added to the newsletter, please inform reception or put it in writing in the suggestion box.

THANK YOU

