

TANFIELD VIEW MEDICAL GROUP

Winter Newsletter 2024

RSV Vaccine

Respiratory syncytial virus (RSV) is a common cause of coughs and colds. RSV infections usually get better by themselves but can sometimes be serious for babies and older adults.

Who is eligible for the RSV vaccine?

Everyone turning 75 years old on or after the 1 September 2024 will be offered a single dose of RSV vaccine. This is because older adults are more at risk of serious complications from RSV. You can still get the vaccine up to the day before you turn 80.

The surgery will be closed on

Wednesday 25th December

Thursday 26th December

Wednesday 1st January



FLU VACCINES

We have had a fantastic uptake from our patients this year. Thank you to everyone who has supported the flu campaign at our surgery.

We still have some stock available, please ask at reception to check if you are eligible and would like to arrange an appointment.

COVID VACCINES

We have now completed our COVID-19 clinics. If you decide you want to have the vaccine you can contact a local pharmacy to check, they have available appointments.

CHILDRENS NASAL FLU SPRAY

If your child is eligible for the nasal flu spray and you would like an appointment, please contact the surgery by telephone or ask at reception for the next available appointment.

FRIENDS AND FAMILY TEST

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients were happy with the service provided, or where improvements are needed.

It is a quick and anonymous way to give your views after receiving care or treatment from our surgery.

You may receive a link via text or if you wish you can complete the quick questionnaire in our waiting room.





NHS APP

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the google play or App store. You must be aged 13 or over to use the NHS App and registered with a GP surgery in England.

WHAT YOU CAN DO WITH THE NHS APP

- Order repeat prescription and nominate a pharmacy where you would like to collect them.
- book and manage appointments.
- View your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- Register your organ donation decision.
- View your NHS number.

NEW STAFF MEMBERS 2024

Jacqueline Armstrong – Diabetes Specialist Nurse

As a diabetes specialist nurse within the practice. Jacqueline can diagnose and support people living with diabetes. This entails educating and empowering them to understand their disease, promote better choices around their health to manage, improve or halt their diabetes progression to reduce their risk in developing any long-term complications associated with diabetes. This includes providing dietary lifestyle education, prescribing medications appropriate to their needs, individualised goal setting and psychological support so they can independently and effectively manage their diabetes.

Susan Simm – Digital and Performance Lead

Susan supports the overall management of the performance and quality standards within the practice. Manages data quality issues, providing advice and guidance to all practice staff in the use of the clinical system.

Susan can also support patients with the setup of online services and the NHS App. If you require any help, please feel free to ask for Susan at reception.

Claire Wotherspoon – Advanced Nurse Practitioner

Claire has over 21 years' experience in the NHS and built a strong foundation in managing acute, chronic, and minor illnesses. Claire's specialisation is in frailty care. Claire can prescribe medication and create individualized care plans tailored to each patients' needs.

Emma Turnbull – Advanced Nurse Practitioner

Emma is a qualified nurse who has undergone further training to be able to examine, diagnose and advise on treatments. Emma can prescribe medication, order x-rays, and refer on to other specialities. Emma's areas of expertise are sexual health, contraception, and frailty.



Surgery Connect

In July we moved to a cloud-based telephony system with Surgery Connect.

Patients will no longer hear an engaged tone. You will be welcomed with a recorded message that gives you options to choose from.

Patient Callback is an alternative way of queuing, reducing patient frustration. Listen for the information before selecting to hold your position in the queue, you then would simply hang up and we will contact you when you reach the front of the queue.

Cancellation Line we have a designated phone line you can call if you are no longer able to attend your appointment.

Please call **01207 288099** and leave a clear message.

We appreciate your patience when contacting the surgery and our reception team work extremely well to help answer your call as quickly as possible.

Over the last 3 months

	Calls Answered	Appointments Provided	Home Visits	DNA's
August	5926	6107	49	173
September	6926	6630	40	208
October	7387	8683	77	256

DNA General Policy It is important that any DNA policy is agreed as a practice and patients are made aware of the policy and the reason for implementing. **Whilst it is important to be consistent, there will always be exceptions on an individual case-by-case basis.**

*The policy can be conveyed by notices in the waiting room, as well as a copy of the system on the surgery website. It should also be discussed by the patient participation group (PPG), as their support is important in supporting the process.

If a patient fails to attend a pre-booked appointment on [*insert number*] occasion(s) in the space of 12 months, an informal warning letter will be sent to the patient, advising them that a further occurrence could risk removal from the practice.

If the patient fails to attend another appointment, the matter will be discussed at a practice meeting and a majority agreement will be reached as to whether the patient will be removed from the practice list. In this case a formal warning letter will be issued.

Warning letters are valid for a period of 12 months. Removal based on warnings greater than 12 months old will be invalid – in this case a further formal warning and period of grace will be required.

OLIVIA MCMULLEN – SOCIAL PRESCRIBER LINK WORKER

Olivia is here to help and direct you to the right support services in the community.

Your doctor isn't the only person who can help you feel better. Looking after your health involves more than just medicines. Being active, engaging with others, learning something new and getting involved with the world around you are all ways to improve your mental health and wellbeing.

Olivia can help with a range of issues, including.

- Information and advice in different areas including housing and benefits.
- Employment, training, and volunteering.
- Education and Learning.
- Social isolation and Loneliness.
- Accessing specialist services and support
- Getting Involved in local groups and activities.
- Loss of confidence/purpose
- Emotional wellbeing
- Life changing events such as birth, retirement, and bereavement

There are many benefits that may help.

- Increase your self confidence and self-esteem.
- Improve in mental and physical health.
- Learn a new skill or participate.
- Better quality of life.
- Meet new people and get involved in your community.

If you would like to be referred to Olivia, please ask our reception team.

