



# YOUR VOICE

SEPT 2018

THE NEWSLETTER OF THE PATIENT PARTICIPATION GROUP  
CRANLEIGH GARDENS MEDICAL CENTRE & WESTONZOYLAND SURGERY

## On-Line Services

Have you ever thought of using our on-line services to order your repeat medication, book appointments or download forms in readiness for your next appointment?

The surgery website

[www.cranleighgardensmco.uk](http://www.cranleighgardensmco.uk) allows you to do all these things at any time of the day or night and at weekends, not just when the surgery is open. We would urge you to take a look.

Your repeat medication can be ordered easily and quickly via the website at a time convenient to yourself.

When you pick up your respective script make sure you review all messages on the white coloured tear off part of the front sheet. These messages will contain reminders of your medication reviews and other important information the practice may want to bring to your attention

In view of high demand this may save you time when phoning our designated prescription line. In particular we see extremely high demand following weekends or bank holidays. If you can avoid at phoning at these peak time unless it is an urgent request.

Doctor's appointments can also be booked on line, allowing you to choose a time that best suits you. The website also provides easily accessible downloads of a number of the most popular forms that patients may be asked to fill in saving you a trip to the surgery to pick them up.

If you are likely to need travel vaccinations for example then the form is on the website ready to download.

Please take a look at the practice's new videos on prescription ordering and appointment booking. These can be seen in the main waiting room on the larger of the TV screens.

Please feedback to reception staff what you think of these messages and if they are helpful or what you would find helpful?

## National Patient survey Results

This is a postal survey run by Ipsos MORI to obtain data from patients about the performance of their GP surgery with the intention of driving improvement. At our latest meeting all results were reviewed and compared to similar size practices in the area. Full results for every practice can be located on [www.gp-patient.co.uk](http://www.gp-patient.co.uk). Within our report it highlighted some top performing areas which included ease of getting through to the surgery on the phone and the feeling that patient needs were met during their last general practice appointment.

The practice will work on the areas highlighted that could be improved which were enough time during consultations, helpfulness of staff and being able to speak to a preferred GP.

Overall the opinion of the committee was that the results were positive when comparison was made to other practices. Areas for improvement were discussed and it was agreed for this to be taken forward at staff and partnership meetings.

## Seasonal Flu Vaccination

Influenza – flu – is a highly infectious and potentially serious illness caused by influenza viruses. Each year the make-up of the seasonal flu vaccine is designed to protect against the influenza viruses that the World Health Organization decide are most likely to be circulating in the coming winter.

Regular immunisation (vaccination) is given free of charge to the following at-risk people, to protect them from seasonal flu:

- people aged 65 or over,
- people with a serious medical condition
- if you are pregnant
- people living in a residential or nursing home
- the main carers for an elderly or disabled person whose welfare may be at risk if the carer becomes ill
- healthcare or social care professionals directly involved in patient care

This year those over 65 will be receiving a new, improved vaccine which is more effective in this age group. Younger patients who receive flu vaccination because of a medical condition, or because they are in another risk group, will also be receiving an improved vaccine which covers 4 strains of flu (rather than the previous 3).

Children already receive a 4 strain vaccine

For more information on flu immunisation, including background information on the vaccine and how you can get the jab, see [www.nhs.uk/Conditions/vaccinations/Pages/flu-influenza-vaccine.asp](http://www.nhs.uk/Conditions/vaccinations/Pages/flu-influenza-vaccine.asp)

In line with last year the practice will be holding some flu clinics on Saturday mornings. These have been scheduled for 29<sup>th</sup> September, 20<sup>th</sup> October & 10<sup>th</sup>

November. This was very successful last year which was the first year Saturday clinics were run at Cranleigh. Please do bear in mind however there will be **limited parking** in view of the number of patients taking the opportunity of booking into these clinics. Please can you book as soon as possible if you want to be seen on a Saturday?

Flu vaccines can also be given by the doctors and nurses during a routine appointment. However if you do receive one this way and have also booked into a flu clinic, please tell reception on the way out so that your flu clinic appointment can be cancelled and the appointment offered to someone else.

All children from reception class up to year 5 receive flu vaccination in school. Children aged 2 and 3 are eligible to receive flu vaccination in their GP practice but please note **the child must have turned 2 before 1st Sept 2018 to be eligible this year.**

If you are booking your child's flu vaccination these are normally done in a normal nurse appointment, although it may be possible to do the vaccination in a Saturday flu clinic if this is more convenient. Please ask at reception who will be able to assist you.