

Stoneleigh Surgery

# NEWSLETTER

## SEPTEMBER 2015



### Keep up to date with Surgery News:

Visit our website at: [stoneleighsurgery.co.uk](http://stoneleighsurgery.co.uk)

Like us on Facebook or follow us on Twitter

Take a look at the information screens in the waiting rooms!



### **PLT DATES:**

**We regularly close the surgery for compulsory staff training. Please find below a list of the upcoming closure dates (Surgery closes at 1pm):**

**2015**

19th March 2015

16th April 2015

13th May 2015

18th June 2015

8th July 2015

17th September 2015

21st October 2015

19th November 2015



### GP NEWS:

WE WELCOME DR ALI MOEINODDINI TO THE TEAM. ALI IS A GP REGISTRAR AND WILL BE WITH US FOR 12 MONTHS. PLEASE NOTE: HIS TUES AM CLINIC WILL BE VIDEOED FOR TRAINING PURPOSES, PLEASE LET THE DOCTOR KNOW IF YOU DO NOT WISH FOR THE CONSULTATION TO BE RECORDED.

### Flu Jab Season is Here!

Please book yours now, the dates are as follows:

**Sat 3rd October**

**Sat 10th October**

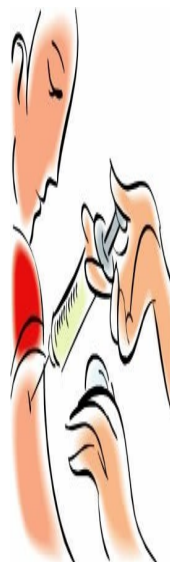
**Sat 24th October**

And at Levens

Methodist Hall on:

**Mon 5th Oct, 2pm**

**\*please book at Stoneleigh Surgery\***



### VACCINATIONS UPDATE:



**Nasal Flu:** At Stoneleigh we provide nasal flu for babies OVER 6 MONTHS if in an 'at risk' group and to children aged 2, 3 and 4. It is the responsibility of the SCHOOL to provide nasal flu to children 5 YEARS and older (YEARS 1 & 2)

**Men ACWY** is a vaccination available to students going off to university for the first time (18, 19). PLEASE NOTE THERE IS CURRENTLY A NATIONAL SHORTAGE OF THIS VACCINE—IF YOU ARE ELIGIBLE, SPEAK TO RECEPTION ABOUT AN APPOINTMENT

**Men B** is a new vaccination for all NEW BABIES up to 12 months old. Please call the surgery to arrange an appointment.

### Friends and Family Test

Thank you to all our patients who have completed the 'I want Great Care' questionnaires available throughout the surgery—we have had a fantastic response. Thank you!

You can check out the up to date feedback via our website or by visiting:

<https://www.iwantgreatcare.org/gpsurgeries/stoneleigh-surgery> where you can also leave feedback.

Remember all feedback helps us to improve our care and service to you!

### NEW APPOINTMENT SYSTEM:

Stoneleigh Surgery's appointment system has changed and now allows patients to book an appointment up to 4 weeks in advance.

If the problem is **URGENT**, we have **EMERGENCY**, on the day slots available—you will be put on the Duty Doctor's telephone list to receive a call back, but **PLEASE BE AWARE THAT THE RECEPTIONIST WILL NEED TO ASK FOR A BRIEF SUMMARY OF THE PROBLEM** in order for the doctor to correctly prioritise. ALL the doctors have telephone slot appointments available. **Please note**, due to family commitments, **Dr Darby is currently only working 3 days per week** and therefore has reduced availability for telephone and clinic appointments with him. However, we do have 5 GP partners available and a GP registrar who are all available for telephone advice.



In response to overwhelming patient feedback regarding the new telephone message, we are currently in the process of rectifying the message volume—please bear with us.



You have probably heard a lot about COC inspections for healthcare providers in the news recently. You can view our inspection report at: <http://www.cqc.org.uk/location/1-540831490> or by visiting our website where you can click on the COC link.

### NEW CLINICS

We have two new nurse led clinics available::

**Travel vaccination clinic:** is held on a Monday PM with Sister Lashley and on Thursday PM with Sister Johnston

**Ear Syringe Clinic** will be held on Tuesday PM with Sister Swinton

### Virtual Patient Participation Group

Are you interested in being part of our virtual patient participation group? Do you wish to share your ideas, give feedback on how Stoneleigh Surgery is doing or how we could improve? If so, we are looking for virtual patient participation group members. This will only take up 10 minutes of your time at regular intervals throughout the year via a few short questions sent to you by email. If you're interested, please contact the surgery where will give you more information.



The surgery opening hours are:

Monday to Friday  
8am to 6.30pm

For out of hours,  
please contact  
CHoC:

**03000 247247**

**\*PLEASE NOTE: THE**

### Patient Online Access

Patient Online Access is a facility to enable you to make and cancel appointments, order repeat medication and is now changing to include access to view a summary of your medical records. Information leaflets are available in the waiting rooms. If you do not have Online Access but would like to use this facility, please visit the website where you can access the information leaflet, consent form and requirements for this service, there is also a link for 'patient access' which will take you through the process of registering for this service. For further information please speak to dispensary.

**Please note that all family members will need to register sepa-**



