

## Flu

We have now finished our open access flu clinics but will be running mid-week flu clinics until the end of January 2014.

Although we have seen an increased uptake for flu vaccination this year, we still have a supply of flu vaccine available to patients at risk or aged over 65 years. At risk groups include the elderly, pregnant women and patients who are suffering from asthma, diabetes and coronary heart disease.

If you require flu vaccination, please contact reception and ask to make an appointment in a flu clinic with our Practice Nurse. If you require vaccination but are unable to get into the surgery, please inform the Receptionist who will arrange for our nurse to visit you at home. Should you have any queries about influenza vaccination, our Practice Nurse will be pleased to discuss your concerns. May we remind patients those who are not at risk are not eligible for vaccination on the NHS.



## Surgery arrangements for training days

Once a month all local surgeries are invited to take part in a training afternoon. This training event is held at a central location within the area and is attended by surgery representatives – doctors, practice nurses and practice manager - members of the Clinical Commissioning Group and guest speakers. During the afternoon, telephone cover and an emergency service are provided to practices by the out of hours service. Although our telephones may be diverted during training afternoons, we do try to ensure that our doors are open. However, occasionally, we do hold training events for all practice staff and we do have to close the practice completely.

## Survey

We would like to thank those of you who have taken the time to take part in the survey that has been organised by members of our Patient Participation Group. Surveys have been given out to patients by PPG members during Flu clinics and normal surgeries. Once completed, the results will be analysed by PPG members and the results relayed to the surgery. We are hopeful that the feedback from the survey will provide valuable information to the PPG and the practice in shaping our services. Survey results and a subsequent action plan will be published on the surgery website by 31st March 2014.

## Open Access Clinics

Initial feedback from patients attending our Open Access Clinics has been positive. Open Access Clinics were introduced in August 2013 as an initial step in reshaping our appointment system. Over recent weeks, patient uptake has gradually increased and we are aware that this has led to some overcrowding in the waiting room and surgery car park. We are also aware that some patients may have experienced a long wait to see the Doctor. We are aiming to reduce Open Access waiting times by introducing a second doctor to the Open Access clinic each morning. Hopefully, this should reduce the waiting time for Open Access patients and ease congestion in both the waiting area and the car park.

## Appointments

We wish to remind patients that Burbage Surgery offers a combination of pre-bookable and same day appointments with all of our Doctors. All appointments to see our Practice Nurse and Health Care Assistant/Phlebotomist need to be booked in advance. Only pre-bookable appointments for our Doctors at Burbage and Wolvey surgeries are available online. If you wish to be registered for on line access, please enquire at Reception.

## Christmas Opening arrangements

Tuesday 24th Dec. .... **To be confirmed**  
Wednesday 25th Dec. .... **Closed**  
Thursday 26th Dec. .... **Closed**  
Friday 27th Dec. .... **Normal Surgery**  
Monday 30th Dec. .... **Normal Surgery**  
Tuesday 31st Dec. .... **To be confirmed**  
Wednesday 1st Jan. .... **Closed**  
Thursday 2nd Jan. .... **Normal Surgery**

## Contact details

Would patients please remember to notify the practice of any changes to contact details. It is important that we hold accurate details on our system at all times for patients. If you change your address, home telephone number or mobile telephone number, please let us know as soon as possible.

## Patient Self Check In

The practice is in the process of acquiring a Patient Self check in monitor. This will enable patients with prebooked appointments to check themselves in when they arrive for their appointment rather than queue at reception.

## Comments and Suggestions

While we constantly strive to provide a good friendly and efficient service, we realise that occasionally things do not go as smoothly as we would like. If you think this has happened to you, please ask to speak with the practice manager, Wendy Shaw, who will try to sort out the problem.

We are always willing to listen to new ideas for improving our service to you. Very often patients note areas where improvements could be made which may be overlooked by the staff at the practice. You may either write down your ideas and drop them into the suggestion box in the foyer at the main surgery or ask to speak with the practice manager if she is available.



We would like to take this opportunity to wish all of our patients a **Merry Christmas** and a **Happy New Year**.