



Eastham Group Practice News

Autumn 2007 Edition

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Website Launched, A New Phone System On The Way and A Facelift !!!!



August saw the launch of our new website the address of which is;

www.easthamgrouppractice.co.uk

The purpose of this website is to provide the following;

- A point of contact for our patients that is available 24hrs a day 365 days a year where they can find-out more about the services we offer and get updates on any changes resulting from our constant efforts to improve.
- Information on useful contact details.
- A library of self-help information for common ailments

Our belief is that communication is key to the good relationships we have with our patients and so we see our website adding to this further, by providing a feedback opportunity for all patients, so if you have any thoughts on our new website, or the service we provide in general, then please share them with us by either emailing the following address direct or via the website

wir-pct.egpfeedback@nhs.net (please be aware these messages are reviewed weekly and this address is not to be used for appointments and/or prescriptions)



A new phone system will be installed on 27/28th September. This again is in response to patient feedback and is a major investment by the surgery aimed at further improving patient access. The new system will nearly double our present capacity whilst also giving us the technology to enable.....

- Callers to self-route calls based on options picked from an in-call menu of choice
- Provision of more information for callers whilst on hold.
- All calls to the surgery will be recorded



Project "Facelift" is also a service improvement initiative within the surgery which aims to de-clutter the poster information available and based on a "less is more" approach seeks for posters to then be clustered in a focused, managed and interesting way. Apologies if the waiting room walls look bare in the interim, but that is part of the transition process.

Thanks for taking sometime to read about the above service improvement actions and I encourage you to also turn overleaf and find out some important health messages, especially as we approach the Flu Vaccination season .

Wishing you health and happiness

Dr Steve Williams
Senior Partner

Charity Events

Our Patients Forum hopes to organise a Waiting Room coffee break, as part of the " Worlds biggest coffee break" in aid of the Macmillan cancer support charity on **28th September**

November 9th is another date for your diary as it is our third annual charity night in aid of St John's Hospice which will take place at the Vauxhall social club. Through these events over the past 2 years we have helped to raise over £5,000 for our local hospice and this year the hope is the event will be a better then ever mix of music and fun.

If you want more details on either of the above activities please have a chat with Tracey on the Front desk

A warm welcome to

Dr Sophie Nelson and Dr Anetta Monaco who are with the Practice for 6 and 12 months respectively as Registrars

We also have a new member of the Reception Team Dina whose face you now may see at the front desk from time-to-time

Flu Vaccinations

Every winter new strains of the influenza virus circulate, causing outbreaks of 'flu. Some years are worse than others. More people died in the 'flu pandemic that followed World War 1 than were killed in the war itself.

People with chronic diseases (eg asthma, heart disease, emphysema), and the elderly are more vulnerable than others to becoming severely ill if they catch 'flu.

The 'flu vaccine reduces your chances of catching 'flu. The Government recommends that those at higher risk of severe illness are vaccinated, eg

- All patients over 65 years old
- All diabetic patients
- All patients with specific chest conditions and heart problems
- All Health Workers
- Carers

These groups are reviewed and updated each year.

Influenza jabs are available from October every year. If you are in a high risk group **we will contact you and invite you in to get the jab.**

Unfortunately, stocks of the 'flu vaccine are limited, so we cannot offer it to all our patients, only those at high risk. The 'flu vaccine does not protect you against normal winter coughs and colds

Appointments - Help us to help you.....

We are approaching our busiest time of year with lots of pressure on appointments generated by coughs and colds. Please bear in mind you can help us to help you by considering the following;

- If you are unable to attend a booked appointment please let us know in advance and we will then make it available to a fellow patient.
- If our Reception team ask for more information from yourself when you ring the surgery please assist as this helps us to ensure we offer you the best solution to your request.
- For routine ailments there is now a lot of standard information available - either on our website or on paper in the surgery which enables patients to then help themselves.

Training Afternoons

The surgery will from time-to-time have to close or offer a reduced service to enable GPs to refresh or enhance their clinical skills. We will always try and give as much notice of these dates as possible. Upcoming dates are....

- **Thursday 20th September** - a reduced number of appointments in the afternoon
- **Wednesday 26th September** - a reduced number of appointments in the afternoon
- **Tuesday November 20th** - The Surgery will be closed from 1 o'clock onwards

Medical Students

A big **THANK YOU** to all those patients who have in the past been poked, prodded or quizzed by one or more of the medical students placed with the practice. For information we are continuing our commitment and will have 2nd, 4th and 5th medical students placed with ourselves into the future. So we hope we can continue to count on your help and support.

Food for thought.....

"To wish to be well is part of becoming well"

Ancient Roman Philosopher