

Wallingford Medical Practice

Newsletter

Issue 1, 2017

STAFF NEWS

We would like to welcome our new registrars, **Dr Godsiff, Dr Hey and Dr Taylor** who joined us in August. Appointments can be booked with these Doctors now.

Dr Ashton who has been with us since last year as a Registrar is joining the practice on a permanent part time basis; we are all very pleased he has joined the team at Wallingford Medical Practice.

Dr Henry's availability will be reduced whilst he covers Wallingford Hospital during October, November and December. The reception team will be able to book you appointments with other doctors during this time.

Kind words – thank you to so many of you who have taken the time to give your feedback about our service recently.

"A lovely compliment for the reception team today - A patient told me Roz was the nicest receptionist she had ever met!"

"What a wonderful job all the staff did at the flu clinic on Saturday"

"I work full time and have a distance to travel to the surgery. I really appreciate the convenience of the commuter clinic. I find the Reception and Admin Staff friendly, helpful and kind. I can usually get an appointment when I need one"

"Until recently I have not really been a frequent visitor to the surgery. Having needed to contact the surgery several times recently, I just wanted to say what exceptional staff they are"

SEASONAL FLU VACCINATIONS

We are now taking bookings for the flu vaccination. To be eligible you must be aged 65 years or over (including those becoming 65 years by 31st March 2018), children from 6 months to 2 years old and between the ages of 18 to 64 if you have a serious medical condition. Call 01491 835577 to speak to a receptionist.

Please give yourself extra time for parking on the day as the surgery will be very busy.

NEED BOTH VACCINATIONS?

Let the receptionist team know and they can book you in to have both vaccinations in the same appointment.



SHINGLES VACCINATIONS

Protect yourself from shingles and book in for your vaccination if you are eligible. You must be aged 70-75 (only if you were born after 1st September 1942- you remain eligible until you are 80 if you are not vaccinated).

BOOKING SYSTEM

- Call 01491 835577
- In person at the practice
- Online (GP appointments only)



When we are fully booked:

Routine matters – call back the following day from 08:30

Urgent matters – request a triage call with Nurse/GP or call 111

Emergency – dial 999

ONLINE SERVICES

Are you registered to our online services? You can order repeat medication, book appointments, receive text alerts and view your medical records online via Patient Access. Register online or in the surgery and bring in a form of photographic I.D such as, passport or driving license. For more information speak to a receptionist or look on our website which is located at the bottom of the page.



EXTENDED ACCESS

Late evening and weekend appointments availability - As part of the government's pledge to provide a 7 day NHS they have proposed a pilot scheme which will provide additional access to patients during evenings and at weekends. See the appointments of our website for further details. www.wallingfordmedicalpractice.co.uk

CAN'T MAKE AN APPOINTMENT?

D.N.A (Did Not Attend)

On average annually 2250 appointments are missed and not cancelled at the practice. Please contact the practice if you are unable to attend an appointment so it can be offered to someone else.

Phone 01491 821780 or

01491835577

JUST THE *ONE* CALL... If you have requested a telephone call from your doctor, ensure you are available to answer the phone as time does not permit a second call.

Immunisations Update

Hepatitis B

Due to there being a global shortage of the adult and paediatric monovalent hepatitis B vaccines, which is likely to continue until early 2018, it has been agreed with the British Medical Association (BMA) and General Practitioners Committee (GPC) that there will be restrictions on the availability, resulting in GPs being unable to order any adult vaccine until further notice. However, to ensure infants who are born to hepatitis B infected mothers, a supply of paediatric monovalent has been secured.

Travel Health- Global Shortage of Hepatitis A Vaccine

The current global shortage of hepatitis A vaccine is ongoing and continues to affect the supply of hepatitis A containing vaccines in the United Kingdom. Consequently it has become necessary to consider options for hepatitis A dose sparing as some products may be unavailable or may need to be prioritised for special risk groups. If you need any advice regarding travel health, please do book to see one of our specially trained nurses for a consultation.



NHS Health Check

Wallingford Medical Practice sends out written invites to eligible patients who are aged between 40 and 74 for NHS Health Checks. You can look at the NHS Health Check website for further information!



EYE PROBLEMS?



The Oxfordshire Minor Eye Conditions Service (MECS) is available for patients at three local opticians (Boots Wallingford, Robert Stanley Wallingford and Patricia Hayselden Wallingford), along with others across Oxfordshire. These services are available to look at conditions such as red eye, dry eyes, irritation and inflammation, recent flashes and floaters, foreign bodies in the eye and recent sudden loss of vision. To get an appointment you will need to telephone and the qualified optometrist will be able to discuss your problem or refer you to the relevant place such as the eye hospital.

PATIENT NEWS

Patient in Participation

Take a look at our Patient in Participation notice board which is in the main waiting room. Here you will find information and events regarding the practice, such as health walks and local events

Test Results

Please give it a week before you telephone for your blood test results, unless told otherwise by your doctor or nurse. You may need to have an appointment to follow up with your doctor. Do not assume that your results are normal if you don't hear from us, it is your responsibility to call us for your results.

Relevant email addresses:

Wallingford.prescription@nhs.net

Secretaries.wallingford@nhs.net

Wallingford.practice@nhs.net



Information Drop In

These sessions are an opportunity for you to receive free information, advice and support and meet your local community information networker.

The second Tuesday of every month at 10.00-11.30am.

The dates for these sessions are as follows: Tuesday 12th September, Tuesday 10th October, Tuesday 14th November, and Tuesday 12th December.

Call Rachel on 07827 235460 for more information.

Call age UK on: 0345 450 1276

Email: network@ageukoxfordshire.org.uk

Visit: www.ageuk.org.uk/oxfordshire

