

PATIENT NEWSLETTER



danetremedicalpractice
Working together for better healthcare

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Welcome to the Spring Edition of YOUR Patients' Newsletter. We hope you enjoy reading through and finding out what's happening within YOUR practice.

Issue: Spring 2017

Travel Services



We are pleased to announce that we now offering travel vaccines at Danetre Medical Practice. Please either download a Travel Risk Assessment Form from our website or pick one up from reception. Once you have completed the form, return it to the Practice and one of Nursing Team will contact you within 7 days to arrange a suitable appointment.

First for Wellbeing



SUPPORTING YOU TO TAKE CHARGE OF YOUR LIFE

The First for Wellbeing Advisor, Tessa, is holding regular clinics every Tuesday 9.00am to 3.00pm, here at Danetre Medical Practice. Tessa can help with issues such as:

- Weight Management
- Emotional Wellbeing
- Financial Support
- Social Inclusion
- Smoking
- Alcohol
- Housing Support
- Employment and adult learning

If you think Tessa could help you, speak with your GP or reception to book an appointment.

Shingles Vaccination Clinic



What have 60% of people had, at least once, by the time they are 85?

SHINGLES

Why?

If you've had chickenpox, the virus is lying dormant in your nerves until it appears as **Shingles**. Shingles can reappear at any age but it is

more common after 70 years of age. It is a painful rash that can leave lifelong nerve pain, even after the rash has been treated.

- If you are aged between **70-73 years old** you are eligible for the Shingles vaccine
- If you are aged between **78-79 years old** you are eligible for the Shingles vaccine

If you are under 70 years old, aged 74-77 years old, or are over 80 years old, you are not eligible for the Shingles vaccine this year.

Please help us to help you!! – book an appointment with your Practice Nurse who will be happy to explain more about the Shingles vaccine.

Patient Relationship Group

The Annual General Meeting will be held at Danetre Medical Practice on Thursday 27th April 2017 from 6pm to 8.30pm. Please inform your intention to attend and submit any questions to Jane Franklyn (Chair) Danetre Medical Practice, London Road, Daventry NN11 4DY.

And the PRG is also looking for new members, so if you would be interested in volunteering for the group and becoming involved in influencing decisions that will impact on the services being offered to you at Danetre Medical Practice, please contact us at danetrepatientgroup@nhs.net

Staff Updates



- The Practice is delighted to welcome two new Advanced Nurse Practitioners, Vikkiann Seeney and Devina Moore who have recently joined us
- And a big Danetre Medical Practice welcome to our new GP, Dr George de Veer. George joins us initially for two days a week.



Minor Illness Clinics

Our Minor Illness Clinics run every week day and are delivered by our three Advanced Nurse Practitioners, who are also able to prescribe, should you need a prescription, and most patients can be seen on the same day, so these clinics are very popular with our patients. Some of the conditions they are able to address include:

- Aches and pains
- Sickness and diarrhoea
- Dizziness
- Ear Infection and ear aches
- Sore throats
- Coughs and Colds
- Cystitis and urinary tract infections
- Eczema
- Contraception
- Insect bites and stings
- Hay fever
- Headaches

Please call the Appointment Line or book at Reception



Friends & Family Test



WE NEED YOUR FEEDBACK!!

We would like you to think about your experience in our surgery and the NHS

Friends & Family test is an important opportunity for you to provide feedback on the care and treatment you receive, and also to help improve services.

We value our patient's feedback in helping us to improve services within the Practice, so please either go online to our website and complete the short feedback form, request a form from Reception or visit the display in the waiting area.

Having Trouble getting an appointment?

If you are not able to keep an appointment, we would ask that you please let us know and we can then offer the appointment to another patient. We have a serious problem with patients failing to attend pre-booked appointments.



We operate a tough policy for patients who have booked and failed to cancel and if patients repeatedly miss appointments, they will be asked to look for another surgery to provide their

health care.

Up to the **end of March 2017**, we have already had **751 missed appointments**, equating to **over 200 hours of wasted doctors' and nurses' time**. Patients who miss their appointments and don't cancel cost the Practice approximately £12,000 a year. With this money we could have carried out an extra 75 blood tests every day for a whole year if those appointments had been available.

To cancel an appointment, please call the surgery on 01327 703333 during opening hours, or call and leave a message on our cancellation line 01327 708537.

Please note our PLT Training dates. We close at 12.30 on the dates below. Please call 111 if you require medical assistance.

**10th May
14th June**

**12th July
No closure in August**