



Book in for your flu jab

Now is the time to be preparing to book in for the influenza vaccination.

If you are eligible for this inoculation please contact the surgery.

The vaccine gives good protection from this highly infectious disease and last for about 12 months.

We are holding clinics from September until the end of October. Please book your appointment now with the reception staff.

The 'drop in' clinics have proved to be useful and popular along with helping us to increase our uptake. As a result, this service will be offered again.

Am I eligible for this ?

Patients who are aged 65 and over by 1 April 2017

are eligible for the vaccination.

What if I am under 65?

You can have the flu jab if you are diabetic, have heart disease, are pregnant, have respiratory problems, kidney disease, liver disease, neurological disease, immune problems or live in residential accommodation.

I am a registered carer can I have the jab?

Definitely - this is really important for you.

I am not in any of these groups but I still want the flu jab.

The government has issued very strict guidelines regarding eligibility. We are not allowed to give the injections to patients who do not fit the category boundaries.

Can I pay for it?

Yes - but we are not allowed to offer this to our own patients. Many supermarkets and chemists offer this service for a charge.

Texting reminders

In previous years the Practice has sent thousands of automated texts to eligible patients and we will repeat this process this year. However we may still need to check your eligibility when you attend.

Is your child aged 2-4 years?

The flu vaccination programme has also been extended to include all two, three and four year olds (but not five years or older.)



Tell us about your Communication Needs

All organisations that provide NHS services must fully implement and conform to the Accessible Information Standard. This means we would like to record your preferred method of contact so that you can receive your health information in a format

you can understand. For the majority of patients the preferred method of contact is their home phone number or mobile number. However, if you are hard of hearing, deaf, with or without speech, blind or partially sighted, that method may not be suitable for

you. If you or someone you are caring for wishes us to contact you in another way, please do let us know by informing either reception or the Practice Manager at your surgery. We will then record your needs preferences by highlighting it on your records.

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Special points of interest:

- *Arrange for your flu jab*
- *No caller ID*
- *Hospital prescriptions*
- *The Thursday Club*
- *Reminder of surgery opening hours*

CQC have visited us and decided that we are GOOD!

The Practice welcomed five CQC inspectors to the Practice in March 2016. They had several "Key lines of enquiry" that they were interested in to check that we are Safe, Caring, Responsive, Effective and Well Led. We scored Good in all areas and had two areas of "Outstanding" practice identified which are our children's flu parties and our walking group

The inspectors identified a couple of areas we needed to tighten up on and we have done so. All in all it was



Practice News

One of our patients Amy Brereton who sadly passed away in April this year very kindly bequeathed some money to the Practice. Following discussion with Vanessa, Mrs. Brereton's daughter we put the money towards a new all singing and dancing spirometry machine. This new machine measures lung function in patients and has been put to very good use so far. Vanessa provided a small plaque to put on the machine in memory of her mum. Thank you



No caller ID

Our phone system automatically withholds our phone number, unfortunately we cannot change this. If you are expecting a call from us please answer even though you don't know it is us!

Hospital Prescriptions Completion of Forms

We have seen an increase in patients coming into the surgery asking for prescriptions prescribed at the hospital. It is preferable for you to wait for the pharmacy at the hospital to issue these for you as sometimes we do not have the documentation required from the hospital and they should give you 5 days supply.

Ask reception if you need a form completing by a GP. You may not need an appointment as the Doctor may be able to complete it from your medical record.

Investors in People Award

The Practice has been accredited as Investors in People for many years. It is a standard for People Management focusing on how staff are supported, led and managed. We recently had our review and were accredited as Silver which is a great achievement as we were bronze previously. One of the key points that has come out of the report is that we need a better system of reward for

Of our staff. The Partners will hopefully be deciding just how to do this in the future.



Appointment attendance

Have you changed your mobile phone number?

Please let us know!

We now have the ability to send text reminders to patients to prompt them about appointments. You will receive a text straight after booking the appointment and 48 hours before the appointment.

We hope this new service will improve our non attendance rates.

Please let us know if you wish to opt out of this option

We open on Saturdays! Come for a walk with us

Yes it is true and has been for many years! We open each Saturday at alternate sites for pre booked appointments only. It seems that some patients are still not aware of this.

Look out for details of our next walk, we go for a leisurely walk once a month, all patients welcome. Ring Kath on 0161 426 9716 for further details

**BRAMHALL PARK MEDICAL CENTRE
& SHAW HEATH HEALTH CENTRE**

Bramhall Park: 0161 426 9700

www.bramhallparkmedicalcentre.co.uk

Shaw Heath: 0161 426 9350

www.shawheathhealthcentre.co.uk

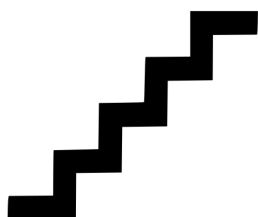
To phone or text to cancel appointments you can also use **07548 098258**

email: stoccg.enquiries@nhs.net



Upstairs at Bramhall

Two of our surgery rooms are on the first floor at Bramhall.



Let reception know when you book your appointment if walking upstairs is going to be an issue for you and they will help arrange an appointment for you with a clinician on the ground floor.

The Thursday Club

This club provides a social hub for senior citizens and is looking for volunteers to help. If you feel you could assist please call David Sargent on 439 1779 or email g.davidsargent@btinternet.com

Choosing Health Care Services

STOP AND THINK.

Only **one** of these people needs accident and emergency (A&E).

A&E and 999 services are for emergency and life-threatening, serious illness and injury only.

Choose well.

Accident and emergency services are being significantly overused at a very heavy cost to the NHS.

It is really important that we all consider the available alternatives to A&E when dealing with a medical situation.

Make a note of the various options and telephone numbers supplied in this leaflet.

Patient Group

Results from the recent surveys completed by patients indicated that several people are interested in joining this group. We generally meet 3 times a year and our next meeting has been planned for

Tuesday November 1st at 3.pm
(usually at the Shady Oak pub)

It would be great to see new faces and to hear different points of view. Please contact the Practice Manager Kath Wilkinson on 0161 426 9716 or email kath.wilkinson@nhs.net if you wish to get involved with the group,

New Patient Registration

If you wish to register with the Practice simply bring your medical card to the surgery, this will allow us to obtain your medical records from your previous doctor.

You will be invited to fill in a health questionnaire and to attend the surgery for a simple health check.

It is Practice policy to encourage patients to be up to date with immunisations, cervical smears and other illness prevention measures.

If you have not moved into the area but are looking to change your GP you may need a pre-registration appointment with one of the doctors before being accepted as a patient.

Patients are now registered with the Practice rather than an individual doctor however you still have the right to express a preference.



Surgery Opening Hours

	Morning	Afternoon
Monday	07.30 - 13.00	13.00 - 18.30
Tuesday	07.30 - 13.00	13.00 - 18.30
Wednesday	07.30 - 13.00	13.00 - 18.30
Thursday	07.30 - 13.00	13.00 - 18.30
Friday	07.30 - 13.00	13.00 - 18.30
Saturday	08.00 - 11.00 Alternate weeks at each surgery.	Closed

Saturday morning appointments are essentially offered to working adults. Appointments must be pre-booked

Early morning appointments, again available only to working adults, are also offered during weekdays from 7.30 - 8.00. These appointments must also be pre-arranged.