



May Newsletter

Covid Vaccines

We would like to extend our heartfelt thanks to all our patients who received their COVID-19 vaccinations at the practice. Your participation has played a vital role in protecting our community's health. While we are no longer administering COVID-19 vaccines at this time, we hope to be able to offer them again for the autumn booster campaign. In the meantime, if you are due for a vaccine, local pharmacies continue to provide this service.

Notice

The practice will be closed on Monday 5th May for Bank holiday. We will reopen as usual on Tuesday 6th May

We will also be closed Monday 26th May and reopen as usual Tuesday 27th May

The practice will be closed from 12:30 on Thursday 8th May for staff training and will reopen as usual on Friday 9th May



Norovirus: What You Need to Know


Norovirus causes sudden sickness and diarrhoea, often alongside a high temperature, headache, or stomach cramps. Although it can feel severe, it usually gets better within 2 to 3 days and most people can manage it safely at home.

The key is to rest and stay well hydrated

- take small sips of water or squash regularly, even if you're feeling sick.
- Keep eating if you can, but stick to bland foods and avoid anything fatty or spicy.
- Babies should continue breast or bottle feeds, with small sips of water in between if on solids or formula.
- Paracetamol can help with aches and fever (always check age-appropriate doses).

- Good hygiene is crucial: wash hands thoroughly with soap and water, clean shared surfaces.
- Stay home for at least 48 hours after symptoms stop to prevent spreading the virus.


<https://www.nhs.uk/conditions/norovirus/>



Norovirus cases are on the rise...

Symptoms include:

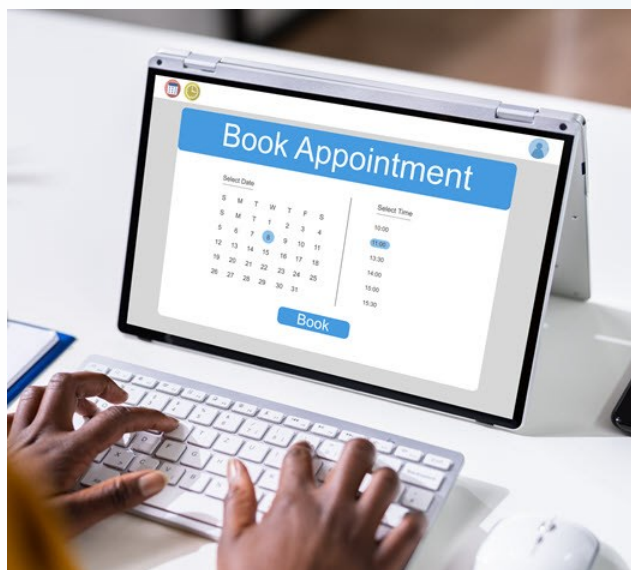
- Diarrhoea
- Nausea
- Vomiting



If you or someone you live with has experienced any of these in the last 48 hours, please don't visit your loved ones in hospital.

Online Appointments and eConsultations

We'd like to remind patients that same-day online appointments are available to book via the NHS App from 08:00 each morning. You can also submit an eConsultation from 08:00 to contact a clinician online. These services are designed to make accessing care more convenient for everyone.













Please note, in line with NHS guidance and to protect young people's confidentiality, proxy access to online services is automatically switched off between the ages of 11 and 16. We kindly ask that patients do not attempt to bypass this by booking appointments for a child or another person using their own account and then switching the booking. Unfortunately, we are no longer able to accept appointments made in this way. We thank you for your understanding and support in helping us uphold important confidentiality safeguards.

Appointments

In April, our reception team handled 7,239 calls, with an average wait time of 5 minutes 20 seconds, 50 seconds quicker than last month! We saw 1,552 patients face-to-face, held 113 telephone consultations, received 101 eConsults, and issued over 226,000 prescription items. We also made 327 referrals to specialist services. It's important to note that 161 patients failed to attend their appointments, more than the number of telephone consultations we carried out all month.

Missed appointments put extra pressure on services and waste valuable clinician time. Thank you for helping us keep things running smoothly by attending or cancelling in advance if you can't make it.

 <p>Telephone calls received:</p> <p>7,239</p>	 <p>Average call wait time:</p> <p>5 minutes 20 seconds</p>	 <p>Patients seen face to face in the surgery:</p> <p>1552</p>	 <p>Telephone appointments carried out by clinicians:</p> <p>113</p>	<p>GP appointment? Can't make it? Don't need it?</p>  <p>Patients who did not attend appointments:</p> <p>161</p>
 <p>Patients who were visited at home:</p> <p>33</p>	 <p>Prescription items issued:</p> <p>226773</p>	 <p>Medication Reviews carried out:</p> <p>65</p>	 <p>Referrals made:</p> <p>327</p>	 <p>E-consults received:</p> <p>101</p>

Suggestion Box