



# The Tudor Times

ISSUE 7

JULY 2022

## Welcome to our Summer Edition



### **\*Save the Date\***

#### Training Dates

The practice will close at 12.00 pm for staff training on the following dates:

26 July & Tuesday 13th  
September

#### Flu Clinics **BOOKING NOW**

Saturday 17th September  
Saturday 24th September

#### Data this Quarter

(1st April —30th June 2022)

- **5010** Appointments conducted by our clinicians
- **210** appointments booked but patients did not attend
- **15403** Calls answered by our reception team
- **90%** of our patients would recommend the practice to their friends and family

It's hard to believe as we are sitting here in this sweltering heat that we are looking forward to the Autumn/Winter and are in the early stages of planning our Flu and COVID Booster clinics. You may have seen announced in the news last week that both of these will again be offered to 'healthy' 50-64 years olds. This is a change to the original plan for this year so we will be looking at how this will work and it is likely that we will be delivering these vaccinations in December. Patients who are routinely offered flu vaccinations will be able to attend our earlier clinics on Saturday 17<sup>th</sup> & 24<sup>th</sup> September – these are available to book now. The COVID booster clinics will again run from Hucknall Road practice, the new vaccination centre at Haydn Road and community pharmacies.

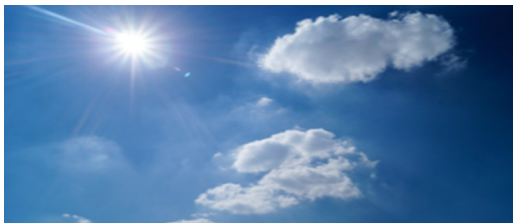
Sadly over the past few months we have seen an increase in patients behaving in an abusive manner towards our staff. We appreciate that patients can become frustrated but any verbal, or physical abuse, directed towards our team will not be tolerated and patients will receive a warning letter and/or the police will be called. This is something we would only do in the most extreme cases but the safety of our team is essential.

One issue which unfortunately is causing patients to take their anger out on staff is being asked to wear face masks in practice. We completely understand that many patients would prefer not to wear a mask, this is the same for many of our staff, however, we have a duty of care to all patients and staff and will continue to ensure face masks are worn whilst in practice (except for those with a confirmed medical exemption) until it is safe to stop. With the current infection rates as they are this is unlikely to be any-time soon but we will continue to review in line with national guidance.

We hope you enjoy the amazing weather, stay safe and drink lots of cold drinks (non-alcoholic!).

Best wishes

*Tricia, Practice Manager & all the Team at Tudor House*



Beat the heat by **keeping cool, Drinking lots of water and wearing sun cream**

#### Home Visits

We can only provide home visits to patients who are fully housebound. If you are able to leave the house, with assistance, to go shopping or visit family for example, then we would ask you to come to the practice for appointments. Parking is available close by the doors

## NHS App

The NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet. You can use the NHS App

INTRODUCING  
THE NHS COVID-19 APP



to check your symptoms and get instant advice, book appointments, order repeat prescriptions, view your GP medical record and more.

All GP practices in England are connected to the NHS App. This means that anyone aged 13 or over and registered with a GP practice in England can use it.

Download it to your smartphone or tablet and set your own security details

### COVID PASS Adults and over 13's

You can get a covid pass using the NHS App if you are 13 or over

### COVID PASS and Children under 13

You can get an NHS COVID Pass online [here](#) if you're aged 12 or over. You can also get an NHS COVID Pass in other formats using the Get your NHS COVID Pass letter service [here](#)

### COVID PASS and Children aged 5—11

You can use the Get your NHS COVID Pass letter service for a child aged 5 or over by clicking [here](#). You must be the child's parent or guardian to request this letter.

## Out Of Area

On an ongoing basis we are identifying a large numbers of patients registered with us who live outside of our catchment area so if you are contacted and highlighted as being out of our area then we will have to ask you to register with a more local practice.

If you would like to check if you are still in our catchment area you can do this on our website under new patients and registration [or click here](#)

## Staffing update

Dr Simm will be reducing her working days when she returns to work after some time off and will only be available on Tuesdays, Wednesdays & Fridays with the majority of her appointments only bookable on the day. We will be using 2 regular female locum GPs, Dr Moss Langfield and Dr Atwal whilst we look to recruit an additional regular GP. If you prefer a female clinician and we are unable to offer you one all of staff are trained chaperones and we will happily provide one for your consultation.

## Travel Vaccines

Please complete the online questionnaire and submit it to us 6-8 weeks before you travel. This allows us to ensure the form is assessed, the vaccines ordered and an appointment made. Please note, we only offer hepatitis A and typhoid vaccinations. Any other vaccines required will need to be sourced privately.



## Patient Survey

We would like to thank all the patients who responded to the National Patient Survey 2022 which saw us ranked 3<sup>rd</sup> out of all the GP Practices in Nottingham. This is a fantastic achievement for our team. It is worth noting that we were beaten by 2 other Sherwood practices, Welbeck and Sherrington, who came 1<sup>st</sup> and 2<sup>nd</sup> respectively.

We are also looking for patients to join our patient participation group which will relaunch in September 2022. We aim to hold quarterly meetings, either in the practice or virtually if this is not possible, which should last max 90 minutes and gives patients the opportunity to help us, amongst other things, review and improve services.

If you are interested you can sign up via our website [or click here](#)