



Welcome to our **Autumn newsletter** which will hopefully be reaching lots of patients who haven't seen one before as we will leave in the waiting area also. Don't worry if you missed it, there will be lots of weekday and early morning appointments available over the coming months. As you will see in the newsletter we have said goodbye to a member of our reception team Sue Burrows who has retired she had been with us for 30 years.

(see some pictures below of her retirement party we held for her)

Winter Approaching

Looking ahead to the winter months we do expect, as usual, that there will be a huge demand on our appointments. Our reception staff are trained to ask brief reasons for appointments so that we can make book you with someone who can help you, we cannot always accommodate requests to see specific clinicians but we will try where possible. We may also signpost to other services including our fantastic local pharmacies, by doing this we can better meet the needs of more patients. Finally, our phone lines are busiest between 8 – 10AM and we can only deal with urgent appointment requests during these times. For anything else please call after 10AM.

Helen (Practice Manager) and The Rest of the Team

FLU SEASON



Flu Clinics Patients Aged 65 and over and those aged 18 - 64 with a clinical risk If you were unable to come to our Super Saturday clinic, you can book an alternative time and date with us. Book online through the NHS APP, SystmOne online or call reception Age 2- 4 flu vaccination These will now be available through nursery, school or drop in clinics at **Tudor House Medical Centre Edwards Lane** on Saturday 14th October & Saturday 18th November 9.30am- 2.30pm. We also offer them here if you prefer just ring to make an appointment. Check our website for further information nearer the time.

Shingles Vaccines Patients aged 65 or 70 are now eligible for the shingles vaccine. Please call to book should you wish but be assured we are working through our lists and will contact eligible patients in due course.

COVID VACCINES

COVID A dose of the COVID-19 vaccine will be offered to people • aged 65 and over • residents in care homes for older people • anyone aged 6 months and over in a clinical risk group, • health and social care staff. • those who care for vulnerable individuals • families of individuals with weakened immune systems Appointments will be available from the National Booking Service shortly Invitations are due to sent out centrally from w/c 18 September.

MISSED APPOINTMENTS

Missed Appointments **Between 1st August to 30th September** we had over 240 missed appointments, which represents around 2400 hours of time. Demand for all of our appointments remains consistently high and wasted appointments means other patients may wait longer for urgent or routine appointments. Any patient who misses an appointment may receive a letter reminding them that they must cancel appointments if they are unable to attend and any patient who fails to attend 3 booked appointments

within a 12 month period may be removed from the practice list. If you need to cancel your appointment, please do so by following the link on your confirmation message, through the NHS App or via reception.

Staff NEWS



Meet Calum - Our **Physician Associate** There has been a lot of negative press around Physicians Associates recently. Calum has been with us for over 1 and half years now and carries out many tasks, including the examination, diagnosis, management and care of patients. We are proud of the work that Calum does here at The Alice. He is well trained and supported and works directly under the supervision of Dr Atiomo. He is an extremely valuable member of our clinical team who sees around 100 patients each week providing much needed appointments.

Staff News After 30 years at Alice, **Sue Burrows** has retired. We wish her all the best and hope she has a long and fun filled retirement.



The Alice Medical centre Digital Did you know Alice has a website ?

- Non Urgent Queries We are now able to receive your non urgent queries via our website - requests such as extensions to med3's (sick notes), medical reports, GP letters, non urgent medication queries and non repeat medications.

Contact us and we will aim to respond within 2 working days.

SAVE THE DATES

Staff Training the surgery will close at 12 midday on these days , this is to helps our team get the update most training available for the Surgery.

October 17th

November 28