



Welcome to our **Winter newsletter** which will hopefully be reaching lots of patients who haven't seen one before as we will leave in the waiting area also. .

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, Physiotherpaist, 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 still haven't booked your Flu vaccine please contact reception as we still have vaccines available. Book online through the NHS APP, SystmOne online or call reception Age 2- 4 flu vaccination These are still available at the

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

We aren't doing these at the surgery this year but you can book at [.gov.uk covid boko](https://www.gov.uk/covid-boko) an appointment locally.

MISSED APPOINTMENTS

Missed Appointments **Between 1st October – December 1st** we had 240 missed appointments, which represents around 3923 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 ARRS Roles

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. Calum is working with us only on a Monday Tuesday and Friday now.

We have a new Physician Associate who started with us on 13th December and will be covering all day Wednesdays for the next 3 months.

Did you know we provide a Physiotherapy service here on a Thursday with a company called Pure Physio. Instead of requesting an Appointment with a clinician why don't you mention to the reception team that you would like to be booked with our physio due to back pain, ankle pain etc

UTI? If you think you may have a urine Infection then please advise the receptionist of this and we can refer you to a Pharmacy who can deal with your problem.

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.

January 30th

February 27th

26th March

Christmas opening times

We close on Friday 22nd December at 6.30pm and re open on Wednesday 27th December at 8.00am

New Year Opening times – we close at 6.30pm on Friday 29th December and reopen on Tuesday 2nd January 2024

**We would like to wish you all a Happy Christmas and A
Happy New Year**

