

Great Staughton Surgery

57 The Highway, Great Staughton PE19 5DA
01480 860770 greatstaughton@nhs.net
NEWSLETTER: Autumn 2022

2022 GP Patient Survey Results

The annual GP Patient Survey is an independent survey that allows patients to feed back their experience of the care and services they receive from their GP practice. Responses are collected between January and March each year.

The team at Great Staughton Surgery has again been ranked top for overall patient experience!

Headlines are:

- Great Staughton Surgery rated **FIRST of 83 PRACTICES** across Cambridgeshire & Peterborough ICS for overall experience for the second year in a row.
- 100% of respondents rated the overall experience of our surgery to be either 'Very Good' or 'Good'.
- 99% of respondents found the **reception staff helpful**.
- 100% say the healthcare professional they saw or spoke to was:
 - **Good at listening to them and**
 - **Good at treating them with care and concern**
- 97% find it easy to get through to us by phone
- We have scored higher than national averages in every question.

Anytime you visit the surgery, if you would like to leave feedback, then please complete a 'Friends and Family' form available in Reception, or comment via our website.

Adult Flu Vaccination Clinics

Our next Flu Clinic will be held at the **Village Hall** on **Thursday 20th October** from 8.30am to 1.30pm.

There are also clinics on the following dates:

Saturday 29th October at the **Surgery** 8.30am – 1.30pm

Thursday 3rd Nov at the **Surgery** 6.00pm – 8.00pm

Thursday 17th Nov at the **Surgery** 6.00pm – 8.00pm

The flu vaccine is free for adults aged 50+, pregnant women and anyone over 18 years old with certain medical conditions. These clinics are now fully booked, however if you still need to book your flu vaccine then please contact your local pharmacy.

Our team will have delivered a total of 1800 vaccines via our Flu Clinics - well done to everyone involved, especially Debbie Brading, Advance Nurse Practitioner and Lorraine Baker, Clinical Admin who have co-ordinated this project.

The PPG will be at each Adult Flu Clinic selling raffle tickets for their Christmas Raffle – please remember to bring cash with you if you would like to buy a ticket!

Children's Flu Nasal Spray

We have appointments available on Thursday 17th and 24th November between 4.30 and 5.30pm. You should have received a text message if your child is eligible.

To check if you or your child are eligible for the flu vaccine or nasal spray please go to:

<https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

Covid Vaccinations

Covid boosters are now available to book for over 50's. For the latest information about eligibility and how to book your appointment, please go to:

[The Vaccinators | COVID-19 Vaccination Centres | Cambridgeshire and Peterborough](#)

Or phone 119. Please note, our Surgery is not able to book or administer covid vaccines.

Patient Participation Group

The PPG are very pleased to report that the Summer BBQ at The White Hart was a tremendous success – both in terms of attendance and fund raising. Our aim was to raise money towards buying an updated ECG machine for the surgery; the posters advertising the event attracted a donation for the full amount for the ECG machine which meant that the £700 raised via BBQ ticket sales, the raffle and the cake stall and a further cash donation of £200 is being put towards the surgery equipment fund. Huge thanks are due to David for leading on the organisation of the event, Val for organising the raffle, Sue for organising the cake stall and also to many other PPG members and friends of the surgery who contributed cakes and who helped setting up on the day.

We are running the ever-popular **Christmas Raffle** again this year and tickets will be on sale at the flu clinics - please bring some cash with you when you come along for your vaccination so that you can take the opportunity to win one of the great prizes on offer and support further fund raising for the surgery. Tickets will also be on sale at the Surgery - **£1 per ticket**.

Virginia Stirling
Chair PPG

Free Courses available at 'One Leisure'

www.huntingdonshire.gov.uk/undefeat

www.huntingdonshire.gov.uk/healthyyou

www.huntingdonshire.gov.uk/escapepain



Part Time Patient Services Team Member

We are looking to recruit to our friendly Patient Services Team.

Permanent, part-time or full time – hours to be discussed

Previous experience is preferred, but not essential, as full training will be given.

Please note any successful applicant is unable to remain registered with the Practice as a patient.

For further details please contact: Melanie Dingemans, Tel: 01480 860770, Email: greatstaughton@nhs.net

Christmas opening times

Fri 23rd Dec open

Sat 24th Dec closed

Sun 25th Dec closed

Mon 26th Dec closed

Tues 27th Dec closed

Wed 28th Dec open

Thurs 29th Dec open

Fri 30th Dec open

Sat 31st Dec closed

Sun 1st Dec closed

Mon 2nd Jan closed

Tues 3rd Jan open

**Please order repeat prescriptions
before the 19th December to cover
the Christmas and New Year period.**

Dispensary

Please allow at least three working days for your repeat prescription. Please do not phone the dispensary to check if it is ready. Also please note that you may not receive a text to confirm your prescription is ready, as this is not an automated service, so at busy times the dispensary staff do not always have time to do this.

Zero Tolerance

Our staff are here to help you, please remember to treat all our staff with the same respect you would expect to receive. Our staff should be able to come to work without fear of abuse or harassment. We have a zero tolerance policy for this type of behaviour and we have the right to remove patients from our practice list and notify the police.

Staffing News

We have been delighted to welcome Dr Michael Nagieb as part of our first GP Vocational Training Scheme. Dr Michael is a fully qualified Doctor who is completing a post-graduate qualification in General Practice. Dr Michael has settled quickly and is a real asset to the team. His current post with us is for 6 months part time on a Monday and Tuesday and part time in Oncology at Hinchingsbrooke Hospital.

At the end of August, we also welcomed 3 student doctors from University of Cambridge for a two week placement. They will be back with us again in January.

Lisa Coyne has recently joined our team as part time Practice Manager. Lisa has replaced Amy Weeks who has recently moved back to Australia to be nearer her family.

Lucy Plumley has recently started with us as a part time Health Care Assistant.

Household Support Fund

Are you struggling to pay for essentials such as food, heating and water? Age UK Cambridgeshire & Peterborough and Cambridgeshire County Council are working together to provide support for eligible pensioners (65+) who are struggling with food and fuel bills. They can provide financial support within a few days and help find longer-term support if needed.

Please get in touch and see how the Household Support Fund could help you by calling 01223 221929 or visiting www.cambridgeshire.gov.uk/household-support-fund

Domestic Abuse Outreach Service

Survivors of domestic abuse across Cambridgeshire can now access a new countywide support service.

Cambridgeshire County Council has commissioned IMPAKT Housing and Support to provide a countywide mobile advocacy/outreach service offering a range of support to victims and survivors.

The new Domestic Abuse Support Service (DASS) will work in a trauma informed way to understand the needs and wishes of the individual and develop appropriate support and safety plans. DASS will offer support with issues around home security to help survivors remain safely in their own homes where appropriate, accessing benefits and signposting or referral to specialist services such as legal representation, mental health and substance misuse. DASS will also be offering drop-in services in partnership with other specialist services across the county.

Survivors can self-refer to the confidential service by: Email: DASSreferrals@IMPAKT.org.uk

A freephone number will be available soon, in the meantime please use **01234 264109**

Cambridgeshire & Peterborough Domestic Abuse and Sexual Violence Partnership have information on their website to support victims/survivors, friends and family and professionals www.cambsdasv.org.uk