

Practice News Letter September 2023

The Clinical Triage System

De Beauvoir Surgery thanks all our patients for helping us launch the new 'Clinical Triage' system in May 2023. This allows you, as the patient to navigate your way to the most appropriate care without the need to phone the practice.

Of course, you can still contact us by phone and we'll be happy to help, using our new care pathway.

This new process enables patients to complete a new and improved online form on the phone or in reception, this will be reviewed by the duty doctor. If you feel your problem needs sorting on the day there is an opportunity to say this on the form.

This will mean that you receive the right care, at the right time, with the right person. We will respond to your query appropriately and in the most convenient way

The patient participation group

All are free to join, the last meeting was in May and another is planned for September

The group exists for the following reasons

1. To facilitate positive, transparent and productive relations between the Practice and patients by communicating patient experience, interests and concerns to the Practice and also by helping with the dissemination of information on current or future processes, procedures and new developments to the patient community.
2. To work collaboratively and positively with the Practice to improve services and facilities for patients and to act as a sounding board for Practice staff on issues affecting patients.
3. To build two-way communication and co-operation between the Practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.
4. To be community representative group acting as a "critical friend" to the Practice and influence local provision of health and social care

[Care Opinion](#)

We have signed up to care opinion which is an on line feedback form. This will help us continuously improve the care we are giving. Thank you to those who have taken the time to feedback which is invaluable to helping us develop the service. All comments positive & negative are always passed on to staff.

Appointment data

Each day the surgery received in between 726 and 249 calls per day with Monday's being the busiest day. Our system is set up to allow up to 15 calls to queue at any one time so to save your queuing please consider the following:

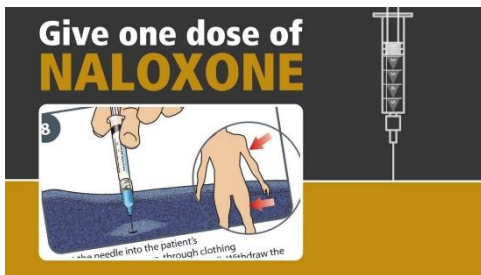
1. Contact us by the web site
2. Consider ringing another day not Monday
3. Use patient access for results if you are able
4. If you cannot access via your online patient record call for results after lunch
5. Use the queue buster

2775 Appointments were offered in July!

Pharmacy Alerts

Free naloxone kits can be picked up from turning point: <https://northeastlondon.icb.nhs.uk/news/free-overdose-saving-drug-available-in-hackney/>

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Free overdose
saving drug
available in
Hackney - NHS
North East
London

City & Hackney Recovery Service (delivered by Turning Point) is offering free naloxone kits, which prevents an overdose. It can be picked up at their main hub. [...]Read More... from Free overdose saving drug available in Hackney

northeastlondon.icb.nhs.uk

New Staff

Paul Ratcliffe- our lead nurse! A returner to De Beauvoir Surgery, Paul will be doing lots of long term condition management and you may consult him about your diabetes, blood pressure, asthma or COPD. However he is also very skilled at all Nurse duties including injections, vaccinations and wound care

Cathy Thomson – Practice nurse, excellent at cervical smears and wound care

Asia Sharpe- Trainee Nursing Associate- Asia may do your health check, blood pressure or take blood.

Nabilah Rahman and Judith Webb- Our wonderful new receptionists

Welcome everyone!

Preparing for a Healthy Winter: The 2023/2024 Winter Flu and COVID-19 Booster Vaccination Drive

As winter rapidly approaches, heralding the arrival of the annual flu season, we are pleased to announce the commencement of the 2023/2024 Winter Flu and COVID-19 Booster Vaccination campaign.

Why Consider Vaccination: The flu affects millions worldwide annually, often leading to severe illnesses, hospitalisation, and, tragically, fatalities. However, receiving the flu vaccine is one of the most effective ways to protect oneself, loved ones, and the community from this contagious virus.

In addition to the flu vaccine, COVID-19 booster vaccines are a critical tool in the ongoing battle against the pandemic. Booster vaccines have demonstrated a high level of effectiveness in enhancing immunity and reducing the risk of severe illness and hospitalisation.

Eligibility:

Flu Vaccination Eligibility:

1. **Children:** All children aged 2 and 3 years old are eligible for a free flu vaccine through their GP surgery. Additionally, children in primary school and those in Year 7 of secondary school are offered vaccination through a school-based program.
2. **Adults:** Adults aged 65 and over, as well as those aged 50 to 64, are eligible for the free flu vaccine.

3. High-Risk Groups: Individuals with certain medical conditions, including chronic respiratory diseases, heart diseases, kidney disease, liver disease, diabetes, and weakened immune systems, are at greater risk of complications from the flu. They are strongly encouraged to get the flu vaccine.

4. Pregnant Women: Pregnant women are at an increased risk of severe flu-related complications. Vaccination during pregnancy not only protects the expectant mother but also her unborn baby.

5. Healthcare Workers: Healthcare professionals are at the forefront of flu prevention. NHS staff and those in social care roles are recommended to receive the vaccine to protect themselves and their patients.

6. Carers: If you are the primary carer for an elderly or disabled person whose welfare may be at risk if you fall ill, you are eligible for the free flu vaccine.

COVID-19 Booster Vaccination Eligibility:

The following people are eligible for an autumn Covid booster: Residents in care homes for older adults. All adults aged 65 years and over. People aged 6 months to 64 years in a clinical risk group.

Where and How to Obtain Vaccination:

Flu and COVID-19 booster vaccines are accessible at various locations, including:

- De Beauvoir Surgery: Arrange an appointment with your GP surgery for the flu vaccine if you meet the eligibility criteria.

- Pharmacies: Many local pharmacies offer flu and COVID-19 booster vaccines; you can inquire about availability and make an appointment.

- Vaccination Hubs: If you are eligible for a Covid booster vaccine you will be contacted by the NHS and may be offered a 'hub' location to attend for this. Covid vaccines are not currently provided by De Beauvoir Surgery

Getting vaccinated against the flu and receiving COVID-19 booster vaccines are straightforward yet powerful ways to protect yourself and your community. By participating in the 2023/2024 Winter Flu and COVID-19 Booster Vaccination campaign, you contribute to a healthier winter season and help bolster immunity amid the ongoing pandemic. Let us unite to minimize the flu's and COVID-19's impact in our community. Get vaccinated today and help us keep these viruses at bay!