



PATIENT PARTICIPATION GROUP SPRING NEWSLETTER 2024

PRACTICE NEWS - DID YOU KNOW?

A new phone system has been installed. It includes a message to indicate the caller's position in the queue and offers the option of a call back, which if accepted will hold the caller's position in the queue and automatically recall them when it becomes their turn.

The new system also records all calls automatically.

If you have any feedback please pop a note in the Practice Comments Box which is situated on the shelf of the Reception Window.

Have you Missed an Appointment?

150 Appointments were not attended between 1st January 2024 – 31st January 2024

One missed appointment affects 4 appointments

- Your missed appointment
- The individual who could have had your appointment
- Your rescheduled appointment
- The individual who could have had your rescheduled appointment

Please cancel appointments at least 24hrs prior so another patient can be rescheduled

The diagram illustrates the ripple effect of a missed appointment. On the left, a large blue silhouette of a person is shown. To its right, the text "One missed appointment affects 4 appointments" is displayed. Four blue arrows point from this central text to four smaller human silhouettes on the right. The silhouettes are colored as follows: blue, dark blue, yellow, and blue. Each silhouette is accompanied by a text label: "Your missed appointment", "The individual who could have had your appointment", "Your rescheduled appointment", and "The individual who could have had your rescheduled appointment". At the bottom of the diagram, a red text box contains the message: "Please cancel appointments at least 24hrs prior so another patient can be rescheduled".

In January there were 150 missed appointments at our practice:-

Doctors = 67

Nurses/Phlebotomy = 83

Vaccination appointments are available at the Practice:-

Pneumonia vaccine is available at any time of the year to over 65 or at risk under 65's.

For Shingles - please check criteria chart below.




Eligibility for shingles vaccine

If you have a severely weakened immune system (as described in the Green book chapter) you will be offered the shingles vaccine from 50 years of age

If you are over 70 years of age and have not had shingles vaccine before you remain eligible up to your 80th birthday

ELIGIBLE FROM (YOUR BIRTHDAY)	DATES OF BIRTH	PROGRAMME START DATE	PROGRAMME YEAR
CATCH UP STAGE 1  70th	1 September 1953 – 31 August 1954	1 September 2023	Year 1
	1 September 1954 – 31 August 1955	1 September 2024	Year 2
	1 September 1955 – 31 August 1956	1 September 2025	Year 3
	1 September 1956 – 31 August 1957	1 September 2026	Year 4
	1 September 1957 – 31 August 1958	1 September 2027	Year 5
 65th	1 September 1958 – 31 August 1959	1 September 2023	Year 1
	1 September 1959 – 31 August 1960	1 September 2024	Year 2
	1 September 1960 – 31 August 1961	1 September 2025	Year 3
	1 September 1961 – 31 August 1962	1 September 2026	Year 4
	1 September 1962 – 31 August 1963	1 September 2027	Year 5
CATCH UP STAGE 2  65th	1 September 1963 – 31 August 1964	1 September 2028	Year 6
	1 September 1964 – 31 August 1965	1 September 2029	Year 7
	1 September 1965 – 31 August 1966	1 September 2030	Year 8
	1 September 1966 – 31 August 1967	1 September 2031	Year 9
	1 September 1967 – 31 August 1968	1 September 2032	Year 10
 60th	1 September 1968 – 31 August 1969	1 September 2028	Year 6
	1 September 1969 – 31 August 1970	1 September 2029	Year 7
	1 September 1970 – 31 August 1971	1 September 2030	Year 8
	1 September 1971 – 31 August 1972	1 September 2031	Year 9
	1 September 1972 – 31 August 1973	1 September 2032	Year 10
ROUTINE  60th	on or after 1 September 1973	1 September 2033	Year 11 onwards



The safest way – protect yourself

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MAMMAGRAMS are still available for the over 70's on request, especially if there is a history of cancer in the family. Please contact 01384 244177 to speak to someone about an appointment. Breast screening is available every 3 years.

BOWEL CANCER tests are still available for anyone over 74, you can request a screening kit just phone - 0800 707 6060. They are available every 2 years.

Resuscitation Session:



The PPG have arranged for a free training session which will take place

**10th April at 6.30pm
at St Peter's Church Hall,
Hiplands Road B62 0BH.**

If you are interested in attending, please sign up at our practice, ask at Reception Desk.