

What to find in our Winter edition?

- Flu vaccines
- COVID vaccines
- Online consultations
- Telephony update
- Prospective Online Access
- NHS App

Weaver Vale Surgery

Telephone: 01606 544000
Email: cmicb-cheshire.weavervaleadmin@nhs.net
Winter Edition

Flu Vaccines

The Winter flu vaccination campaign started in September and we are now almost at the end of our vaccine supply. If you are eligible for a vaccination and haven't yet booked your appointment, please call the surgery on 01606 544000 and reception will arrange this for you.

Eligibility criteria:

- Patients aged 65 years and older
- Patients aged between 18 and 64 years with an underlying health condition
- Patients aged between 2 and 3 years old
- Patients 18 years and under with an underlying health condition.

If you are unsure if you qualify for a flu vaccination, please ask our reception team who can advise you on this.

COVID Vaccines

Booster clinics for Coronavirus vaccinations have been running every Saturday since the end of September 2023. If you require a booster vaccination and haven't yet booked your appointment you can do this by calling reception on 01606 544000.

It is important to protect yourself from winter viruses by ensuring you have been vaccinated.

Online Consultations

Submitting an online consultation has just got a lot easier!

Online consultations are a great way to contact the surgery online for medical advice and admin queries without you needing to call the surgery.

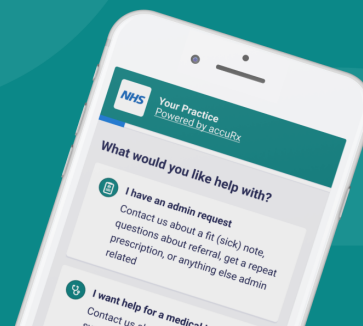
We aim to respond to all online consultations on the same day with either an on the day or routine appointment being booked, or a resolution to an admin query. Any consultations submitted after 6:30pm Monday—Friday or on the weekend will be actioned on the next working day.

To access our online consultations, please visit our surgery website www.weavervalesurgery.nhs.uk

NHS

Contact us online

Submit a new request



Telephone Upgrade

We are due to upgrade our telephone systems in January 2024. The new system will come with lots of benefits for both patients and the practice staff.

- * **Queuing** - The new system will only allow a set number of patients to wait in the call queue, this means that you will not be kept online for a long period of time, and it also means that our staff can ensure that each call is carried out with the highest standard of care and compassion.
- * **Callback** - As well as reducing how many people can queue on the phonelines, we will also be able to offer the option for you to have a callback. For example, if you call the surgery at 8am and you are in position 6 in the queue, you will be given the option to wait on the phone, or have your position automatically held and once you have reached position 1, the surgery phonenumber will call you back prior to you being connected with the reception team.
- * **Call recording** - From January 2024, our calls will be recorded for training and monitoring purposes. This will allow us to provide the best care over the phone, as well as ensuring that our reception team are being treated with respect and our zero tolerance policy is adhered to.
- * **Personalised messages** - The surgery will have the option to relay any important messages to you easily by leaving personalised messages on our phonenumber, such as 'You can now book your flu vaccination' or 'The practice is closed this afternoon for training purposes'.

This system is aimed to make contacting the surgery more efficient and convenient for you. You will still dial 01606 544000 if you wish to contact us, however the experience of contacting us may be slightly different i.e. new options to press.

Accessing your medical records from 11th October 2023

In line with NHSE policy, any patient aged 16+ will have the option to view their medical record via the Patient Access or MyGP app. You will be able to see information entered from 11th October 2023, which will be

- coded information
- free text
- Results
- Documents

No historical data will be available prior to the 11th October 2023 "switch on".

The practice has carried out a Data Protection Impact and Risk Assessment and have safety protocols in place to restrict access to some patients. If you find that you are unable to access your records after the 31st October 2023, please contact the admin team by email: cmicb-cheshire.weavervaleadmin@nhs.net or by telephone: 01606 544000.

Some patients will already have requested online access to view their medical record, in which case, those patients will continue to see previous medical history prior to 11th October 2023.

If you want to see your medical record in full, ie not just from 11th October 2023, then you will need to complete a request for 'Online Access to view Medical Record' form. You can either collect this form from the reception desk or by emailing cmicb-cheshire.weavervaleadmin@nhs.net

New patients to this surgery who had access to their full record at their previous surgery, will need to request access again by completing the Online Access form.

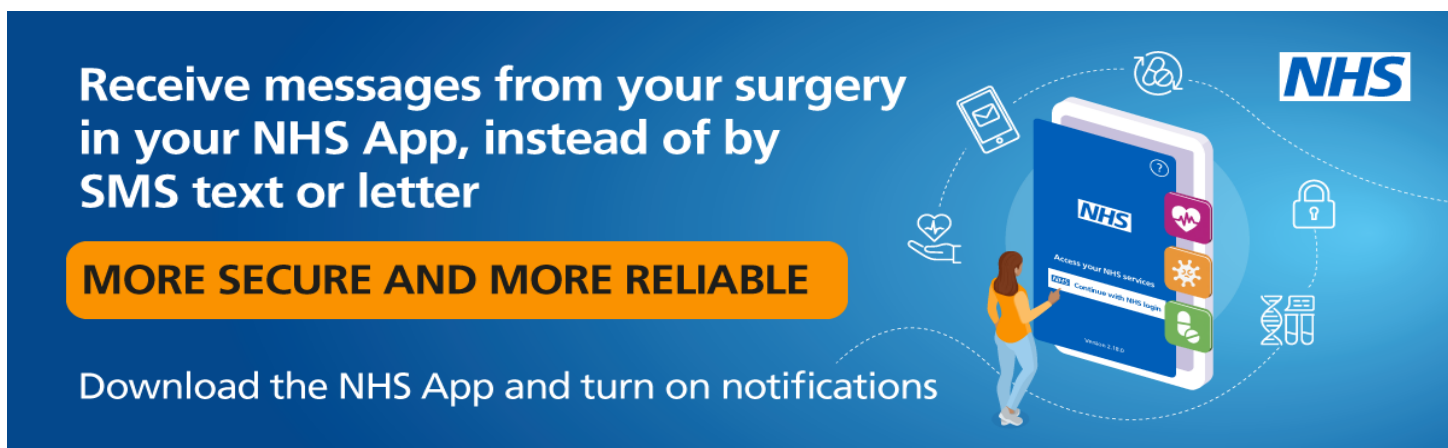
When viewing your medical record, if you disagree with the content, please raise your concerns with the reception team, who will investigate further and obtain advice from a clinician. It is important to us and you, that we maintain accurate and up to date information in your medical records.

NHS App

The NHS App allows you to access a range of NHS services. The app is free to download and can be used on your phone or tablet.

What can you do with the NHS App?

- Book and manage appointments
- Order repeat prescriptions and manage your nominated pharmacy for medication collections
- View your GP health record and access your NHS number
- Access your COVID-19 vaccinations and COVID-19 Pass
- Register your organ donation decision
- Choose how your data is used by the NHS
- Use NHS 111 online to get instant advice or medical help

A promotional banner for the NHS App. The background is dark blue. On the left, white text reads "Receive messages from your surgery in your NHS App, instead of by SMS text or letter". Below this is an orange rounded rectangle with the text "MORE SECURE AND MORE RELIABLE" in white. At the bottom left, white text says "Download the NHS App and turn on notifications". On the right, there is a large illustration of a smartphone displaying the NHS app interface. A person is shown interacting with the phone. Surrounding the phone are various icons: a smartphone with a message, a heart with a pulse line, a padlock, a DNA helix, and a microscope. The NHS logo is in the top right corner.

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