

ST MARTINS GATE SURGERY

Issue 24

November 2016

** FLU CAMPAIGN **

At the time of writing this newsletter we have given
over 2000 flu vaccinations!

If you have not done so already, please book in for your flu vaccination - it is
not too late!

To check if you are eligible please speak with reception or visit our website.



** YOU MAY ALSO BE ELIGIBLE FOR A SHINGLES VACCINATION - PLEASE CHECK BELOW **



Missed Appointments and DNA's (Did Not Attend)

Do you feel frustrated when you cannot get an appointment?

Last month alone there were 734 appointments that were not attended. This is, on average, equivalent to over 120 working hours wasted!

Of the appointments that were not attended, **94** of these were booked on the day.

Non-attendance is a major issue for the NHS, increasing waiting list times and costs. Missed appointments can also increase inappropriate and unnecessary A&E attendances.

We appreciate there can be many reasons why patients fail to attend appointments - they feel better; they may be frightened; have transport problems or they simply forget.

The practice has a policy to address repeated DNA's and will write to those patients explaining our policy. All appointments are recorded onto the patient's clinical record; therefore all DNA's are recorded too.

Please remember to cancel any unwanted appointments by calling the surgery on **01905 363351** or via patient access online. **We can still fill these appointments even at short notice.**

If you are signed up to receive our text messages, you can also cancel your appointment by simply texting back **CANCEL** when you receive the reminder text message.



Pharmacy Corner

The Medicines & Healthcare Products Regulatory Agency has issued the following warning for all patients who use insulin.

Do not change your insulin delivery device without checking with your healthcare specialist.

If you are contacted directly by a manufacturer or other organisation to try using a different insulin therapy system, you should first discuss this with your diabetes specialist to avoid the risk of hyperglycaemia, hypoglycaemia or diabetic ketoacidosis.

- Always use devices that have been recommended or prescribed for you by your diabetes specialist.
- Do not stop or change your prescribed insulin management regime without seeking advice from your diabetes specialist.
- Contact your diabetes specialist if you are invited by a manufacturer to trial a new device e.g. via social media.



Please remember to update all of your contact details as there will be times when we need to contact you with important information.

When changing your address or your name, we do need to see documentary proof such as a utility bill or driving licence.



PLEASE NOTE THE
NEW ADDRESS &
PHONE NUMBER

CATCH IT  Germs spread easily. Always carry tissues and use them to catch your cough or sneeze.

BIN IT  Germs can live for several hours on tissues. Dispose of your tissue as soon as possible.

KILL IT  Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.

Movember - Men's Health Awareness Month

1-30th November each year, Movember is responsible for the sprouting of moustaches on thousands of men's faces in the UK and around the world. The aim of which is to raise vital funds and awareness for men's health, specifically prostate cancer and other cancers that affect men.

For more information visit the Movember UK website.

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CHANGING
THE FACE
OF MEN'S
HEALTH 