

# COLTISHALL and SPIXWORTH MEDICAL PRACTICES

Issue 2. October.

## Patient Participation Group News



At the Coltishall Fete held on the 23<sup>rd</sup> of July the PPG had a small stand to promote our activities, however the unseasonable (or should that be seasonable?) weather meant that we were unable to display our promotional posters and leaflets as prominently as we had wished due to the rain.

### Surgery News.

- The recently introduced reservation and telephone system seems to be operating well.
- To avoid you having to queue to let reception know you have arrived for your appointment a 'new and improved' self check in system has been installed at Coltishall and this is located to the left of reception area.
- All Nurses appointments are also pre-bookable up to four weeks in advance.
- Should you at any time feel that there are areas within the system(s) that need reviewing/improving there is a complaints/suggestions book also to the left of Coltishall reception area for you to make your views known. If you have a complaint and wish to make it official there is a complaint procedure leaflet available from reception.
- **An area that does cause the surgery problems are patients that do not turn up for their appointment. We have been asked to remind patients that if for any reason they are unable to keep an appointment please ring reception and let them know.**

### Flu Clinic

Flu is an unwelcome, predominately winter visitor to our shores. The most likely viruses that will cause flu in 2011/12 are identified in advance and vaccines are then produced that closely match them. While the World Health Organisation declared that the H1N1 'swine flu' pandemic was officially over in August 2010 we are now in the post pandemic period and the H1N1 virus will still be around this winter so this year's seasonal flu vaccine will include a vaccine to protect you against this virus. You should have the seasonal vaccination: - If you are over 65; live in a residential or nursing home; are the main carers of an older or disabled person; are pregnant or have a serious medical condition; or are a frontline health or social care worker. The NHS has a web page [www.nhs.uk/conditions/flu-jab/pages/whyitshouldbedone.aspx](http://www.nhs.uk/conditions/flu-jab/pages/whyitshouldbedone.aspx) that gives full details about the seasonal flu jab and who they recommend should have it.

**There will be two flu clinics for Coltishall & Spixworth patients from 9am on Saturday 15<sup>th</sup> October and Saturday 5<sup>th</sup> November. To book ring 01603 737593 or 898583.** There will not be a large flu clinic at Spixworth because of lack of space and limited car parking facilities.

### Surgery Information Booklet

A recently updated information Booklet on all the services provided by the Practice is available from either surgery's reception. No household should be without one, because it contains all the essential information that you may at some time need to know about.