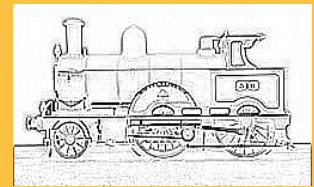


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Welcome to the 13th Issue of our Newsletter. After little break we are back to bringing you the latest information on what has been happening in the surgery and in the wider community.

We hope you will find informative and if you have any suggestions on what we should include in the future releases, please let us know.

## Contents:

1. **Flu Vaccinations**
2. **Covid Vaccinations**
3. **DNAs**
4. **Stoptober**
5. **Frequently asked questions**

## Flu Vaccinations

We are now offering flu vaccinations to all eligible patients and have regular clinics set up across all 3 sites. All eligible patients should have already received communication about this .

If you think you are eligible, but we still have not contacted you , then please contact our Reception team who will be able to advise you further.

**Support the NHS by having your vaccination done at your local GP surgery.**



## Surgery Closures

All of our surgeries will also be closed on the following days from 12.30 for staff training :

**Wed 11October**

**Wed 8 November**

Please ensure you have ordered and collected any necessary prescriptions before closure, remembering to allow 48 hours from the time of your request.

## Covid Vaccinations

This year we will be delivering Covid vaccinations jointly with our Primary Care Network (**PCN**). This means that as a practice we will only be visiting our housebound patients to offer this service directly.

Clinics for all other patients will be held at Littlewick Medical Centre and eligible patients will from next week start to receive invitations with a link to book these directly. Please note that these clinics will only be able to offer Covid vaccinations ; flu vaccinations are provided directly by us.

## Did Not Attend Appointments

Sadly we have noticed an increase in recent months in patients not attending their appointments. Between June-Aug there were total of **571 missed** and therefore wasted slots. This puts additional pressure on already strained services and we took a decision to reintroduce our DNA policy (copy of which can be found on our website).

We would also like to ask patients who are unable to attend their appointment to let us know and either cancel or rearrange it, so that we can offer the original slot to another patient who may need treatment.

## **Stoptober is back: Get the Support you Need now to Kick the Habit for Good.**

Did you know? If you can make it to 28 days smoke-free, you're 5 times more likely to quit for good.

Stoptober begins on 1 October and there has never been a better time to quit smoking.



Quitting smoking is one of the best things you can do for your health and wealth – as well as for your loved ones. People who quit smoking start seeing the benefits immediately, as while you will ultimately feel better in the long run, what a lot of people tend to notice first is how much extra money they are finding in their wallets – due to not spending it on cigarettes.

So if you want to quit but you just do not know how or need a little help with quitting, Livewell can help. If you are a smoker and aged 18 or over simply head to their website at [www.livewellderby.co.uk/stop-smoking](https://www.livewellderby.co.uk/stop-smoking) and fill in quick questionnaire.

Young people aged 12 to 17 who want to stop smoking can email [livewell@derby.gov.uk](mailto:livewell@derby.gov.uk) to join

### **Frequently asked questions:**

In this section we will share questions we have been asked on a regular basis in recent weeks. We will also be introducing this section on our website at [www.oldstationsurgery.co.uk](http://www.oldstationsurgery.co.uk) and we hope this will provide you more insight into how our Practice operates.

#### **1. Why do Receptionists have to ask what my problem is?**

As we provide several clinics which are run by different clinicians, it is important that our Receptionists, who are trained in Care Navigation, direct you to the most appropriate person.. Please note this will not always be a doctor but a clinician who is best suited to the care and treatment you require.

#### **2. Why do I have to wait several weeks to see GP of my choice?**

Most of our GPs work Part-Time and on specified days only. However, if you need an urgent care we have an on-call doctor every day who will be happy to see you, if appropriate.

#### **3. Why am I being asked to attend appointment somewhere else like Ilkeston Hospital or Littlewick MC?**

We work closely with our PCN (Primary Care Network) and other organisations to provide additional clinics to our Patients. Sadly, quite often GP practices do not have capacity to hold these clinics on their premises and therefore we work with local providers such as Ilkeston Hospital or Littlewick to utilise free space they can offer.