



# PARKSIDE SURGERY NEWSLETTER

## FEBRUARY/MARCH 2024

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### TELEPHONE SYSTEM

Our telephone system allows 15 calls to queue which means less patients will hear the engaged tone when they ring. We have a call back facility available which we hope will help if there is a queue on the telephones when you contact the surgery. If you choose callback the system will remember where you are in the queue and call you back once it is your turn. Please give us time to call you back as this could take up to an hour. We are finding that some patients are ringing and requesting callbacks multiple times which has an impact on the queue. If you miss the callback when we do return the call or your phone is engaged then you will need to ring us again.

**SHINGLES VACCINATION** - The shingles vaccination is available for the following groups:

- ✓ **people who have turned 65 on or after 1.9.2023** (If you turned 65 before this date you'll be eligible when you turn 70)
- ✓ **people aged 70 to 79 who have not yet been vaccinated**
- ✓ **people aged 50 and over with a severely weakened immune system**

The vaccine helps reduce your risk of getting shingles. If you get shingles after being vaccinated, the symptoms can be much milder. See <https://www.nhs.uk/conditions/vaccinations/shingles-vaccination/> for more information.

### APPOINTMENT ATTENDANCE

As we offer more of a mixture of face to face and telephone appointments we find that patient non-attendance is rising.

During December and January we have had 273 missed appointments with a member of our clinical team, this equated to 60 hours of appointment time being wasted.

When you make an appointment, please make a note of it yourself rather than relying on the text message to remind you. Please help us to offer a better service by cancelling any appointments you are unable to attend so that someone else can benefit from them.

You can cancel your appointments from the reminder you get for face to face appointments, from your SystmOnline record or NHS app or from our website [www.parksidesurgery.co.uk/appointments](http://www.parksidesurgery.co.uk/appointments)

**PERSONAL DATA** - Where we hold email addresses and mobile telephone numbers for patients we will only use them to send information regarding appointments, reviews or your medical conditions.

If you decide that you do not wish to receive sms texts or emails from the practice please contact us and we will make the necessary amendments to your records.

**STAFF TRAINING** - We will be closed from 1.30 pm on: **28 February & 20th March**

**Please ring 111 if you need medical advice after 1.30pm**

## FRIENDS AND FAMILY TEST

90 patients filled in the friends and family test during December/January and when asked how their overall experience with the practice was, they answered :-

Very Good	Good	Neither good/bad	Poor	Very Poor
60	18	6	2	4

These are some of the responses

Reception was not helpful, nor are your policies regarding lists for sick notes. Waiting times to get an appointment are ludicrously high and it often takes around fifty tries to get through on the phones.

I was 10th in the queue on the phone which took 25 mins to get a response from the receptionist!! It seems that our GP is going down the pan because half the time they refuse a appointment, when they say there fully booked and there isn't no appointments available, I've actually walked in to the surgery to find no one in the waiting room!!

The nurse I saw was kind and professional.

Dr glover was professional courteous and very responsive to all my concerns felt very much at ease

The doctor was very thorough and informative and is doing everything possible to sort out my health problem

Whenever I have contacted the practice, the staff are professional and do their utmost to help. If there are no appointments they advise how long the wait is and if there is an alternative.

Receptionist was brilliant and my appointment was pretty much on time and the doctor was fantastic

There is a short questionnaire you can complete either on our website [www.parksidesurgery.co.uk](http://www.parksidesurgery.co.uk) or by asking at reception for a card to complete. If you choose to fill in a card there is a box on reception where you can put it when completed.

## HEALTH AWARENESS FOR FEBRUARY/MARCH

Every year, many lives are impacted by deep-vein thrombosis (DVT), a condition that, while common, remains largely under the radar for many. **Deep-Vein Thrombosis Awareness Month** runs through March and serves as a crucial reminder of the importance of understanding, preventing, and treating DVT. You can find out more at <https://www.nhs.uk/conditions/deep-vein-thrombosis-dvt/>

'100 Miles In March For Mind' initiative beckons everyone to step forward, both metaphorically and literally, to support and raise awareness for mental health. A journey of a hundred miles begins with a single step, and this event encourages just that. See <https://www.mind.org.uk/> for more information.