



We call it Autumn. The NHS calls it *Flu Season*...

It is that time of year again. Many of you will have already received a letter (*or text!*) from the surgery regarding your flu vaccine. We are holding booked clinics on Saturdays throughout October and November, and under 18's and over 65's clinics during the week. The flu vaccination is available every year on the NHS for certain criteria's of people, to help protect adults and children at risk of the influenza virus and its complications. Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week.

For those aged 65 and over, pregnant women, and those with a weakened immune system or underlying health condition (particularly long-term heart or respiratory disease) the flu virus can be more severe. Anyone in these risk groups is more likely to develop potentially serious complications of flu, such as pneumonia (a lung infection) which is why the flu vaccination is free to them on the NHS. The criteria for those who receive a free flu vaccine can change like the vaccine itself. Usually we would have contacted you by October if our systems flags you up as eligible, but please contact the surgery if you have any queries about eligibility, or if you wish to decline your flu vaccine. Please read further for frequently asked questions about the flu vaccine.

Dr Alamgir Maternity Leave

We know many of you have joined us in wishing Dr Alamgir all the best with her new baby. We can forgive those who didn't notice her baby bump, as she continued to provide GP services until the last minute! We have allocated a female locum GP, Dr Sultana, to cover Dr Alamgir's surgeries while she is on maternity leave over the next six months. Please join us in welcoming Dr Sultana as part of the team (!), her regular days will be a Tuesday, Wednesday and Thursday.

Texting Service

You may notice the posters and *gentle encouragement* from our staff to make sure we have an up to date mobile number for you or family members. This is because we have introduced a new **texting reminder service** that was initially tested for the Flu Campaign, but will be used to confirm appointments and then remind people of their appointment. Overall, missed GP and hospital appointments cost the health service in England **nearly £1bn a year**, but research shows a 4% drop in missed appointments with a reminder service. The new service also allows you to cancel your appointment if you no longer require it, just by sending a text back.

Ordering Prescriptions

We thank you for *bearing with us* while we re-arrange and organise the prescription ordering methods. We have had issues with BT and the prescription line but these are slowly being resolved and proving more difficult than expected. We have outlined the methods of ordering your repeat prescriptions on the following pages. We have also included small article about fortifying foods for the vulnerable this Autumn/Winter, instead of buying liquid feeds which can be bulky and expensive.

SURGERY OPENING TIMES

MONDAY 8am – 6pm

TUESDAY 8am – 6pm

WEDNESDAY 8am – 6pm

**Please note we close for training on
WEDNESDAYS between 12.45 – 2pm**

THURSDAY 8am – 6pm

FRIDAY 8am – 6pm

Pre-booked surgery:

SATURDAY 8.00am – 10.00am (**unless stated otherwise**)

Common Questions about the Flu Vaccine.

Children's flu vaccination?

For children, the flu vaccine is given on the NHS as an annual nasal spray, and we are operating separate clinics through the week. Children aged two, three and four years will be given the vaccination at their general practice, usually by the practice nurse. Children in school years one, two and three are likely to have their vaccination in school. In some areas it may be offered in other community health settings.

A Flu Vaccine Every Year?

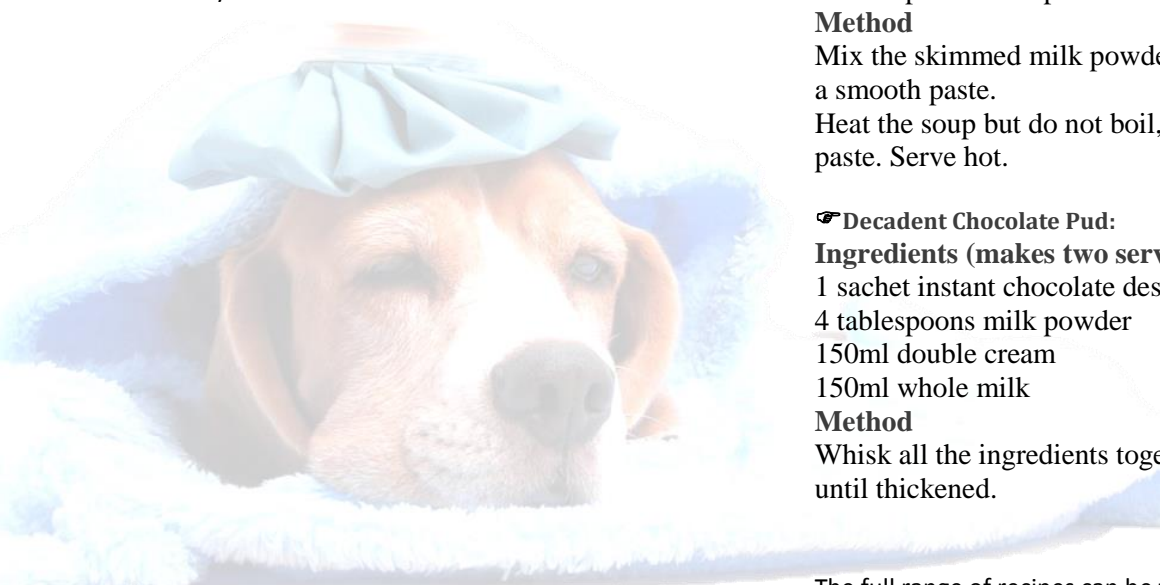
Yes. Because the strains (types) of flu can change, a new vaccine is produced each year – that's why it is important to get a flu vaccination each year.

What if I'm not eligible?

The flu vaccination is available privately (at a cost) at participating chemists, usually under £10. If you have your flu vaccine at a pharmacy, you don't have to inform your GP – it is up to the pharmacist to do that. Unfortunately, NHS rules prevent the surgery from providing this service for our patients

Antibiotics and the Flu?

Antibiotics aren't prescribed for flu as they have no effect on viruses, although they may be prescribed if you develop a complication of flu, such as a bacterial chest infection. If you feel unwell and have a fever, you can take paracetamol or anti-inflammatory medicines such as ibuprofen to lower your temperature and relieve aches. If you're otherwise healthy, you can look after yourself at home by resting, keeping warm and drinking plenty of water to avoid dehydration.



Fortified Feasts.

As we draw into winter it is important that we look after our loved ones and pay special care to the people we know that are vulnerable. This could mean checking that their heating is adequate in times of extreme cold, or cooking them a hearty meal. When a person is malnourished or underweight (they may be undergoing treatment or are generally frail) it may be that you can stimulate their suppressed appetite or fortify the food they do eat to encourage weight gain.

The East Riding of Yorkshire CCG have created a brilliant booklet that can be accessed online (link below) that contains simple recipes to strengthen and enrich a person's diet.

The booklet contains advice from Chef Daniel Clifford about how to increase the calorie and protein content of a meal. Many patients find manufactured 'sip feeds' unappetizing and lacking in variety. The recipes increase energy and protein intake for patients with weight loss, small appetite or patients with or at risk of malnutrition.

The recipes largely use full fat yoghurt, or extra spoonful's of milk powder (e.g. to a normal glass of milk) to further pack calories and protein into a vulnerable person's diet. By using full fat dairy products, the calorie content of a portion can be increased without necessarily increasing the size of a portion.

Here are some example recipes:

☞ Fortified Milk:

Ingredients

- 1 pint full fat milk
- 4 tablespoons milk powder

Method

Whisk ingredients together with a fork.
Use daily for drinks, cereals etc.

☞ Enriched Soup:

Ingredients

- 300ml tomato soup
- 3 tablespoons milk powder
- Skim Instant

Method

Mix the skimmed milk powder with a little milk to form a smooth paste.
Heat the soup but do not boil, and slowly stir in the paste. Serve hot.

☞ Decadent Chocolate Pud:

Ingredients (makes two servings)

- 1 sachet instant chocolate dessert
- 4 tablespoons milk powder
- 150ml double cream
- 150ml whole milk

Method

Whisk all the ingredients together with a fork or whisk until thickened.



The full range of recipes can be found at:

How To: Order Prescriptions

(1) Call our repeat prescription line 01482 836699

The repeat prescription line is open:

between 10.30am – 12.30pm
and between 14.30pm -16.30pm



Instead of an automated voice and answer machine you will now speak directly to the prescription receptionist who will order your items and answer any prescription-related queries you may have. Please do not call outside of these times to order your prescription, there are alternative methods if the times are not convenient for you.

(2) Sign up to Patient Access



When you sign up to Patient Access, the surgery gives you unique log in details so that you can see your prescription list from the convenience of your smartphone, computer or tablet. From this list you can tick the items you wish to reorder and submit the request online

(3) Samman Road Patients

Prescriptions ordered at Samman Road should be collected by 11.00am whilst the practice is open, or make prior arrangements to collect your prescription from your nominated pharmacy.

(4) Email us on prescriptions ofs@nhs.net

You can email us via the above email address to request a repeat prescription. Where possible please use a separate email per person, and state the person's name, date of birth and address along with the names of the medication and strength required (if applicable). And please check your sent box to ensure it has been sent.

(5) Your repeat prescription slip

On the back of your prescription paper is a tick-list of items that you regularly have on repeat prescription (along with your review date and other messages from the surgery). You can use this tick-list to re-order by either posting it in our repeat prescription box (at either Samman Road or Old Fire Station Surgery) or you can send it to us via post.

(6) Via your Pharmacist

You can ask your Pharmacist to order your repeat prescription for you. As one of the many services the Pharmacies offer, they can liaise with the surgery and order your repeat prescription on your behalf, collect them, and let you know when they are ready for you to collect.

**PLEASE ONLY ORDER WHAT YOU NEED!
REMEMBER, ANY UNUSED MEDICATION MAY NOT BE A
CHARGE TO THE PATIENT BUT IS A SUBSTANTIAL COST TO THE
NHS. PLEASE HELP MINIMISE WASTE BY ORDERING ONLY
WHAT YOU NEED.**



THE NHS FRIENDS AND FAMILY TEST

We would like you to think about your recent experience of our service. How likely are you to recommend our GP practice to friends and family if they need similar care or treatment? Please fill this feedback form out and place in in the blue box at the reception desk.

A little bit about you:

1. What age are you?	0-15		55-64	
	16-24		65-74	
	25-34		75-84	
	35-44		85+	
	45-54			

2. Are you?	Male		Female	
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3. Do you consider yourself to have a disability?	Yes		No	
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4. Are you?	The patient	
	The patient or carer	
	The patient and parent/carers	

Ethnicity:

White	Asian/Asian British	Mixed	Black or Black British
British	Indian	White/Black Caribbean	Caribbean
Irish	Pakistani	White/Black African	African
Other White Background	Bangladeshi	White and Asian	Other Black Background
Other	Chinese	Other Mixed Background	
Would rather not say	Other Asian Background		
Anything Else			

Please Turn Over..

The Shingles Vaccination

From September 1st 2016 the shingles vaccine is routinely available to people aged 70 and 78. You become eligible for the vaccine on the first day of September 2016 after you've turned 70 or 78. The surgery will invite you when you are eligible for the shingles vaccination.

Waste Medicines Campaign

ONLY ORDER WHAT YOU NEED!

A significant proportion of the prescribing budget is being *lost* on wasted medicines. Waste medicines cost the UK taxpayers **up to £800 million a year**. Once medicines are dispensed, the moment they leave the pharmacy they cannot be returned and have to be *incinerated* – even if they are unopened. Yorkshire and Humber Commissioning Support are advising people not to order what they don't need, check the medicine cupboard before ordering any more, and check your medicine for mistakes before you leave the pharmacy. Their efforts have led to a 12.5% reduction so far in waste medicines.

Med School

If you would like to volunteer and are willing to be contacted when a relevant topic arises, please email us with your **name** and **contact details**, and a list of mild to chronic conditions that you are happy to discuss with students to;

ERYCCG.medschool-ofs@nhs.net

Book your next appointment online!

If you have not done so yet, enrol with Patient Access for online appointment and repeat prescription ordering. Ask at the front desk for more details.

Planning your 2017 holiday?

Let us know **6-8 weeks in advance** if you need any travel vaccinations, to allow our nurses to fit you in conveniently and allow time for the vaccinations to activate.

Telephones

We would like to apologise for various issues with our telephone system over the last few weeks. Whilst we now have more staff answering the telephone in a morning, we have been alerted to issues of the telephones ringing engaged, when no phones are ringing in the office. On investigation from our telephone provider, some longstanding setup issues were identified and remedial action taken. We are investigating other options including adding phone lines and would ask patients to bear with us as this is proving unusually difficult to resolve.



Are you a Carer?

Please let us know if you are a **carer** (or if you have a **carer**) so we can give you a Carer's Pack, full of information and advice. A carer is anyone who provides unpaid help and support to relative or friend who is seriously ill, disabled or unable to cope alone. For more information, visit: <https://www.gov.uk/carers-uk>

USEFUL NUMBERS

OLD FIRE STATION..... 01482 862236
 SAMMAN ROAD SURGERY.....01482 882281
 SPINKS CHEMIST.....01482 882562
 CASTLE HILL..... 01482 875875
 HULL ROYAL INFIRMARY.....01482 328541
 EAST RIDING HOSPITAL.....01482 886600
 SPIRE HULL AND EAST RIDING01482 659471
 MINOR INJURIES (BEVERLEY)01482 336433
 SINGLE POINT OF CONTACT.....01482 301701
 PHYSIO DIRECT.....01377 208300

THE NHS FRIENDS AND FAMILY TEST (continued)

How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?					
Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 ← → 				?	
Thinking about your response to this question, what is the main reason why you feel this way?					

Thank you for completing the Friends and Family test and providing us with feedback to improve our services. If you DO NOT wish your anonymous comments to be shared then please tick here: