



Swallowfield Medical Practice Newsletter Autumn 2019



Welcome to the Autumn 2019 newsletter from Swallowfield Medical Practice.
This newsletter is produced jointly by the Practice and the Patient Participation Group.
Our aim is to improve communication and keep you informed.

Flu Clinics 2019

Free vaccinations for patients aged 65 and over or those aged 18-64 years and in a clinical risk group:

Saturday 2nd November - 8.30 am – 12 noon



There is no need to book an appointment - just turn up and get jabbed!

We also have several pre-bookable appointments available: please call reception for an appointment.

Patients aged 65 and over will receive a trivalent vaccine which has shown to be more effective in this age group. Those under 65 and in a clinical risk group (Asthma, COPD, Diabetes, Heart Disease, pregnant or immunosuppressed) will receive the same vaccine as in previous years.

Patients aged 6 months to 17 years and in a clinical risk group should contact the surgery to book an appointment with a practice nurse for their vaccination.

Children's Flu Clinics

We will be holding separate clinics for children aged 2 and 3 years although the dates of these clinics are to be confirmed due to a national delay in the release of the vaccines. Parents will be sent an invitation by text or email once dates have been arranged. If you haven't already registered your mobile number or email address now is the time to do it!

Systems update

We believe our new clinical IT system will provide a more efficient and effective way of managing your healthcare needs by introducing better ways of working for our practice. This will also enable us to be better connected to other NHS services both locally and nationally. We have had some problems with the changes but these are slowly being ironed out. We would like to take this opportunity to thank our patients (and all staff) for their patience whilst the new system has been bedding in.



Please look at our website for updates.

Could you help to take our patients to and from our surgeries or local hospitals?

If you have your own car and one morning a week to share then do please contact Stevie Horton of the Shinfield Voluntary Car Service on 0118 9883400 or her mobile 0791 767 2222 to find out more with no obligation.



You need to live somewhere within our medical practice catchment area. You choose when and where you drive and the Car Service will give you training and pay your expenses. So if you want to do some worthwhile voluntary work this year then why not consider giving Stevie a call?

Missed appointments

There were a total of **266 appointments** wasted in August & September alone.



PLEASE, let us know if you cannot attend your appointment so that we can release it for someone who needs it.

We do send out appointment reminders by text – if you haven't registered for this and would like to please let reception have your mobile details. Please remember to keep us updated by completing the change of details form located on our website under 'Reception and Enquiries' or 'Administration Office'

Practice Staffing Update

There have been quite a few changes to staffing at Swallowfield Medical Practice since our last newsletter. Sadly we have said goodbye to Dr Aamir Ansari (Partner) who has moved on to spend more time with his family. We have some new members of staff and we welcome them to Swallowfield.



Andy	- new Finance Manager
Helen	- has been promoted to Admin/HR Manager
Sarah	- new Paramedic Practitioner
Sam	- new Paramedic Practitioner
Lisa	- has been promoted to Lead Dispenser
Louisa	- new member of the dispensary team
Karen P, Jessica & Karen M	- new members of the reception team
Carol	- new member of our admin team

We are proud to announce Dr D Milligan has been awarded with an OBE for services to public health. We also now have a male locum GP too: Dr M Ghaffar who will be working all day Tuesday, Wednesday and Fridays.

Tell the PPG what you think

The Patient Participation Group exists to make sure that the views and concerns of patients are listened to and taken into account in the way that that the Practice operates.

The PPG has its own email address – ppg.smp@nhs.net – so please use this to contact us if you have specific concerns or there is something you would like to discuss.

Useful Numbers and Contact details

Main Line	0118 988 3134
Appointments:	0118 988 3473
24hr Automated System:	0118 976 9606
Dispensary:	0118 988 3459
Fax:	0118 988 5759
Website:	www.swallowfieldmedicalpractice.co.uk
Patient Participation Group:	ppg.smp@nhs.net



Finally, thinking ahead - Christmas closing times:-



Christmas Day (Wednesday 25th December)	CLOSED
Boxing Day (Thursday 26th December)	CLOSED
New Year's Day 2020 (Wednesday 1st January)	CLOSED