

## CREWKERNE HEALTH CENTRE PATIENT FORUM SEPTEMBER 2018 NEWSLETTER

### NHS 70<sup>TH</sup> BIRTHDAY CELEBRATIONS



The 70<sup>th</sup> birthday of the NHS was marked at the Health Centre with celebratory bunting, a birthday tea for staff and noticeboards celebrating this momentous occasion which were devised and set up by members of the Patient Forum.

Joan Farris, a member of the Patient Forum and a retired nurse, appeared in a video to mark the birthday produced by Yeovil District Hospital and also spoke at the service at St John's Church in Yeovil to mark this special occasion.

## **Crewkerne Health Centre and West One Surgery**

As mentioned in the July newsletter, on 1<sup>st</sup> July 2018 Crewkerne Health Centre and West One Surgery merged. The two practices are now known as Crewkerne Health Centre and the two sites will continue to operate being known as Middle Path and West One.

Dr Osborne continues to hold his personal list but patients can be seen at either site as there is now one merged clinical database. When booking an appointment, the receptionist should make it clear where you will be attending. A new telephone system is due to be installed in September which will mean patients have only one number to call to book appointments, make enquiries or order repeat medication. Please watch our website ([www.crewkernehc.co.uk](http://www.crewkernehc.co.uk)) or the TV screens in the surgery for news of the date of this change.

The Patient Groups from West One and Crewkerne Health Centre are also now merged and held their first joint meeting on July 18<sup>th</sup>.

## **Flu Fun Weekend**

The Flu Fun Weekend this year is planned for Saturday and Sunday 6<sup>th</sup> and 7<sup>th</sup> October at the Henhayes Centre. The letters will be sent out to all eligible patients by mid-September. When booking your appointment, the receptionist will need to check your age as different vaccines are recommended for different age groups. This was highlighted in the July newsletter. Unfortunately as there is only one national supplier for the vaccine recommended for those aged 65 and over (on 31<sup>st</sup> March 2019) deliveries are

being staggered and some patients may have to wait until November until the practice has enough stock. We sincerely apologise for this problem which is a nationwide one and is totally outside our control.

Yet another different vaccine (a nasal vaccination) is recommended for patients under 18 and they will not therefore be invited to the Flu Fun Day. Letters will be sent to those eligible during September. A flu immunisation programme for 2-3 year olds and a programme for school age children are also being undertaken this winter.

The Patient Forum will again be organising the raffle in aid of Children in Need and prize donations will be most gratefully received at the surgery. The ladies of Hardington & Pendermer WI will again be organising the refreshments and any donations of cakes are also most welcome.

### **Staff changes**

We welcome Sarah Jeffery as a permanent member of the team of Healthcare Assistants. Many of you will already have met Sarah as she has provided relief cover for the practice for some years but we are delighted that she is joining us on a permanent basis. Her usual days of work will be Monday and Wednesday mornings.

We also welcome back our Health Coach Tasmin Martin following her period of maternity leave. This will again bring the health coaching team up to four in number – Mary, Kerry, Caroline and Tasmin. Sadly for the practice, Ruth Ridewood, the deputy practice manager, has decided to retire and will be

leaving at the end of September. Ruth has worked with the team for over twelve years and will be very sorely missed.

Alan Flurey, who will be known to many West One patients, left the practice at the end of August and is planning a career change and we will also say goodbye to Marlene Saunders, the longest serving member of staff in the practice, who leaves this autumn. Marlene has been the medical secretary at Middle Path since 1986!

### **Patient Access**

Patients who use the Patient Access system for ordering repeat medication online will have noticed some changes to the screens they see. There were some problems when this was initially rolled out (on a Monday and without any warning to GP practices!) but everything now seems to be working smoothly. You do need to register to use this system and bring some ID to the surgery but it does save time and enables you to order your repeat medication 24 hours per day. For those who prefer to order by telephone, the prescription line is now open only from 9am until 12 noon from Monday – Friday.

Online appointments can also be booked but a separate registration and password is needed for this as appointments are held on a different IT system.

If you have any queries about our online systems, please speak to Jean or Lauren at the surgery (01460 72435).

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[forum@dtandelhughes.plus.com](mailto:forum@dtandelhughes.plus.com).**