

News from Christmas Maltings & Clements

Flu vaccinations

Our flu vaccination clinics will take place in October and November. Flu vaccines are offered free of charge on the NHS to eligible patients. These include:

- Those aged 65 and over
- Pregnant women
- Children aged six months and under two years old
- Patients aged five to 64 years' old and defined as 'at-risk'
- Carers
- First responders

We aim to hold the clinics:

- **Monday 8th to Thursday 11th October**
8.30am-6pm (adults only) - Christmas Maltings Surgery, Camps Road
- **Monday 15th to Thursday 18th October**
8.30am-6pm (children only) - Clements Surgery, Greenfields Way
- **Monday 22nd to Thursday 25th October**
9am-6pm (adults and children) - Clements Surgery, Greenfields Way
- **Saturday 3rd and Saturday 10th November**
9am-1pm (adults only) - Clements Surgery, Greenfields Way

The surgery will only be able to conduct flu vaccinations on the days the clinics run. This means limited routine nurse appointments on these days with focus on inoculations.

Appointments with GPs, advanced nurse practitioners, emergency care practitioners, physician associates and physiotherapists will be unaffected.

On some flu clinic days we will be joined by representatives from Lifelink, Alzheimer's Society, MacMillan Coffee Morning and Age UK.

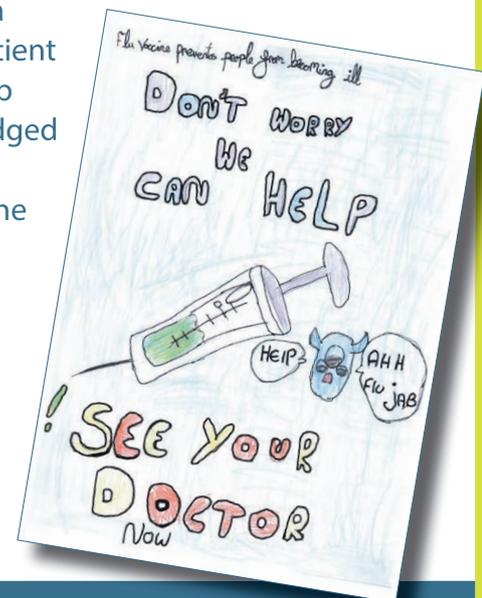
To help spread the word about our flu clinics we asked pupils at the Clements Primary Academy to design a poster.

The winning entry was created by a pupil from Year 4 and will now be on display throughout the community – including our surgeries at Christmas Maltings, Clements and Kedington.

A big thank you to everyone who took part – we had some fantastic entries and it was very difficult to choose a winner.

We would also like to thank retired teacher Barbara Surridge – who is a member of our patient participation group member – who judged the entries. We're sure you'll agree, the chosen design is a worthy winner!

More information on the clinics will be available in surgery and via our website.



Patient Participation Group meeting date

The next Patient Participation Group will be held on Thursday 27th September from 6:30pm – 8.00pm. We will be holding elections for various roles such as chairman.

A day in the life of... a Physician Associate

As you will no doubt be aware, we have been changing the way the practice operates and introducing new members of staff.

Our Safe, Appropriate & Sustainable (SAS) approach means that you may not always be treated by a GP. Instead, you could be seen by a Physician Associate, Emergency Care Practitioner, Nurse Practitioner, Pharmacist or Physiotherapist.

We thought it would be helpful to explain a little more about each role – including their background, qualifications and clinical responsibilities.

This month it is the turn of Physician Associate (PA) Luke Selfe (pictured). Luke – who works alongside fellow PA Christian Nuestro – has been at Christmas Maltings and Clements for six months.

He has a 1st Class degree from the University of Roehampton in Sport & Exercise Science, along with a Masters in Physician Associate Studies from the University of East Anglia Medical School. He undertook two years of training, which included time in the classroom and within a primary care setting.

At Christmas Maltings and Clements our PAs work under the direct supervision of a senior GP and carry out many similar tasks – including patient examinations and diagnosis. They cannot prescribe medication.

They treat those patients who need to be seen 'on the day' and have minor illnesses and infections. We will also soon be using them to carry out home visits.

Any patients with chronic conditions or who require a prescription will be referred to another clinician within the wider team.

If a patient requests a prescription while attending an appointment with a PA then this has to be discussed with – and signed off by – the supervising GP.



National Patient Survey

Our practice's results in the NHS National Patient Survey were mixed.

Overall, only 55% of patients who responded rated their overall experience of the practice as 'Good'. Last year it was 63%.

The survey was undertaken before the new phone system was introduced. Therefore, it is not surprising that only 21% found it easy to get through on the phone and only a third described their experience of making an appointment as 'Good'.

On the positive side, 98% felt their needs were met during their last appointment, which is higher than the national average. We were also better than the national average on involving patients with their care and confidence and trust in the clinician they saw.

We expect the new way our practice works and the phone system will mean our results improve next year. In the meantime, we will be undertaking regular patient surveys to ensure we gather feedback.

Medicines no longer routinely prescribed

In the year prior to June 2017, the NHS spent approximately £569 million on prescriptions for medicines, which could otherwise have been bought over the counter from a pharmacy or other outlets such as supermarkets.

A survey carried out by local health commissioners revealed that 96% of people are prepared to purchase medicine for minor conditions from the pharmacy, rather than expect to get them on prescription.

As a result, NHS England has issued advice on items which should not routinely be prescribed in primary care.

These include: Painkillers and medicines for fever, such as paracetamol and ibuprofen, laxatives, antifungal creams, lubricating eye drops, nasal sprays, eczema creams and ointments, coughs and cold remedies, antiviral creams, sunscreens, ear wax removal liquid.

Contact us: If you have questions about any of the content in this newsletter, please email WSCCG.christmas-clements@nhs.net.



To keep up to date with our news, visit www.christmasandclements.co.uk or search for 'Christmas Maltings and Clements Practice' on Facebook.

You can also share feedback with Healthwatch Suffolk. all **01449 703949** or email info@healthwatchsuffolk.co.uk.