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Team news

- Dr Dominic Greenyer is now a partner at the practice.
- Dr Hannah Noble is currently on maternity leave and Dr Dawn Elphick-Moore is covering her leave, she is a familiar face at the practice as she has already done locum sessions here.
- We will welcome a new GP registrar in December, Dr N Popat.
- Sarah arrived in January as our new Practice Nurse – her previous background was in an Accident & Emergency department and so she has undertaken intensive training to bring her up to date with the nursing requirements in General Practice.
- We have two new members of staff that have joined our administration team, Melissa and Denise. Denise's work focusses on the administration for the nursing team and Melissa is responsible for ensuring that external patient communication is electronically scanned on to your medical record.

Telephone Triage

In June 2015, we introduced telephone triage. This service is for patients who require a same day appointment, they will be asked for their telephone contact details and the On Call doctor will call them back to assess their problem. The outcome could be that the doctor will book them an appointment with either themselves or another member of our clinical team on the same day or at a time when they feel is clinically appropriate in the future. Through their telephone consultation with you it may be possible for you to receive advice, medication or fit notes without the need to attend the surgery.

Flu, pneumo and shingle vaccinations

We are holding a clinic on Saturday 10th October 2015, if you are unable to attend this event then please contact reception to enquire about an alternative appointment for those who are eligible.

For information the shingles programme this year is as follows:

SHINGLES VACCINATION PROGRAMME, 1ST SEPTEMBER 2015 – 31 AUGUST 2016

The following table provides further detail of which patients should be vaccinated this year:

Age in years on 1st September 2015	Dates of birth	Eligibility from 1st September 2015	Notes
Under 69	On / after 02/09/1946	No	Do not vaccinate: they will be offered the vaccine as part of a future year's routine cohort.*
69	02/09/1945 – 01/09/1946	No	Do not vaccinate, even if they become 70 on / before 31st August 2016: they will be offered the vaccine as part of a next year's routine cohort.*
70	02/09/1944 – 01/09/1945	Yes	Should be vaccinated, even if they become 71 before they present; ideally, they should be vaccinated before 31st August 2016.*
71	02/09/1943 – 01/09/1944	Yes	This is last year's cohort of 70 year olds. They remain eligible for vaccination.*
72	02/09/1942 – 01/09/1943	Yes	This is the cohort that was eligible as 70 year olds during the first year of the programme (2013/2014). They remain eligible for vaccination.*
73 to 77	02/09/1937 – 01/09/1942	No	Do not vaccinate, even if they become 78 on / before 31st August 2016: they will be offered the vaccine in future years' catch-up cohorts.*
78	02/09/1936 – 01/09/1937	Yes	Should be vaccinated, even if they turn 79 before they present; ideally, they should be vaccinated before 31st August 2016.*
79	02/09/1935 – 01/09/1936	Yes - until they become 80	Last year's cohort of 78 year olds. They remain eligible only up to and including the day before their 80th birthday.*
80 and over	On / before 01/09/1935	No	Not eligible, even if they were previously in a cohort that was offered the vaccine.*

CADRIS (Coalville and District Relief in Sickness)

CADRIS (Coalville and District Relief in Sickness) are a local charity that has a sum of money to help people who face financial problems brought on by their medical condition or illness. The criteria is that all applicants should live in the old Coalville Urban District Council area, for more information contact 01530 831831.

Electronic Prescription Service (EPS)

Earlier this year the Electronic Prescription Service was introduced, this means that a patient can nominate a pharmacy and if the medication is appropriate it can be electronically signed by a GP and sent to the pharmacy of your choice without the need for the traditional green prescription. All medication is not available electronically and therefore on occasion a patient may request a list of repeat medication and some will have been sent to your nominated pharmacy electronically and others will be printed on a green prescription. There are many benefits of EPS and in time more and more medication will be introduced online however at present this hybrid system is causing confusion in some instances. The surgery and Mangers are working closely together to try to minimise any disruption to patients however should you have concerns, then please let us know. In all instances patients still need to order their medication either with the surgery or pharmacy and our advice would be to order your medication in good time – please allow at least 48 working hours to process your repeat prescription requests and 72 hours for those medications that are not on repeat.

Patient Participation Group (PPG)

We have a very active patient group working with the surgery to make a difference and to make the practice as efficient as possible for all concerned. If you are interested in taking part in what concerns you at the practice and coming together with us to make a difference, then please speak to reception or ask for the Practice Manager for information and dates of forthcoming meetings. We look forward to welcoming you to our informal meetings.

The next PPG meeting is on 9th December 2015 from 1pm to 2:30pm at the surgery. All registered patients are welcome to attend the meeting, your input is very important to us. Please contact reception to confirm your attendance.

Patients who do not attend their appointment

A reminder that if a patient misses two appointments in a month they will be written to and reminded of their non-attendance and informed that if they miss a further appointment within a month or are persistently missing appointments they will be invited into the surgery to discuss their future at the practice.

Care Quality Commission (CQC) www.cqc.org.uk

The Care Quality Commission is the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve. They monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and they publish what they find, including performance ratings to help people choose care. All surgeries will be inspected and we are preparing for ours in the near future. Our rating will eventually be published on our website and on CQC's website.