



An Apple A Day . .

Newsletter of the Patient Group for Gillingham Medical Practice



2018 Flu Clinics

NHS England has produced two types of vaccine this year, one for 65 and overs and one for 18 – 64, with a nasal vaccine for children.

As in previous years, all patients over 65 are eligible for the flu vaccination and patients under 65 who are “at risk” are also eligible.

If you are unsure of your eligibility, please contact the reception team who can advise.

Our first **Saturday clinic will be on 6th October** at The Barn with appointments available from 8:30am - 11:30am. We are trying to target the over 65s for this clinic but under 65s can book too (strictly no under 18s please). Patients can start making their appointments now. The second Flu Clinic will be on **Saturday 10th November**.

There will also be more week day clinics this year, these will become available after the Saturday clinics.

Clinics for under 18s will not start until mid October.



The Practice now has a specialist health coach within the surgery to support you to feel more confident about managing your health and the impact it has on your day to day life.

The clinics are held on Wednesday morning at The Barn Surgery and can be booked at Reception. The sessions last 45 minutes. Please ask the surgery for more information.

The health coach is Anne Wilkins

The coach can help you with managing pain and fatigue; preparing for appointments; accessing information to understand conditions and treatments; feeling more confident about getting out and about; building a network of support around you; accepting and coming terms with having a health condition.

Practice Round Up

Both surgeries are open 8.30 am to 6.30 pm Monday to Friday and closed on weekends and bank holidays

Additional opening times:

Barn Surgery

Monday mornings 7.00am - 8.00am and alternate Thursday evenings 18.30pm - 19.30pm

Peacemarsh Surgery

Wednesday mornings 7.00am – 8.00am and alternate Thursday evenings 18.30pm – 19.30pm

You can book a GP appointment up to 6 weeks in advance by phone—or online if you first register at reception.

The Barn Surgery 01747 824 201

Peacemarsh Surgery 01747 834 330

www.gillinghamsurgery.co.uk

Staff Training

Please note the Practice will be closed on the following dates:

Thursday 27th September 15.30pm - 18.30pm

Tuesday 23rd October 13.30pm - 16.30pm

Wednesday 28th November 15.30pm - 18.30pm

Feel unwell/need advice outside surgery hours? See a pharmacist or call 111 - unless it's an emergency and then [its 999](tel:111).

The High Street, Peacemarsh and Barn pharmacies all have consulting rooms where you can ask advice in confidence.

See the list of opening hours

<http://threeriversgillingham.org/node/90>

Allow 72 hours for prescriptions (you can always check just in case your medicine is available to collect sooner than this). Electronic prescriptions mean your medication can be collected from any pharmacy you choose, contact *the pharmacy* to sign up for this.

Reminder – please keep reception up to date with your contact details

Patient Group Survey

Thank you to all who responded to our survey in June. A wide variety of responses was received, which we will be using to inform planning of events. Healthy living was a popular topic with over 30% of patients interested in diet and nutrition, exercise, alternative therapies and strategies for stress relief. Managing health in old age had a range of responses, including some of those already mentioned. Diabetes was a popular response and links with the increase of this disease in the general population. Dementia was mentioned by 10% of patients as a topic of interest. A variety of topics on related to women's health issues were raised. The future of medical services in the local area and within the practice itself were listed by several respondents. Finally there were a significant number of topics raised which were of personal interest to individual patients.

We will be using this information to plan an event which will allow patients to access the information that they expressed an interest in.

What is the Friends and Family Test?

It's a way of gathering anonymous feedback about your recent experience and it will enable us to understand what we do well and what aspects of the care we offer could be improved. The responses you give are not linked to your name or your medical records in any way.

You can feedback after any visit to the practice..

The feedback is voluntary, but it does provide valuable information to help improve services.

How does it work?

After having any type of contact with the practice you will have the opportunity to answer the following question:

"How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?"

You will be invited to respond by choosing one of six options, ranging from "extremely likely" to "extremely unlikely".

To give more detailed and local feedback you will then be asked a follow up question which is: *"Is there anything we could have done better?"*. Please respond to this question if you have a comment, be it positive or negative.

The questionnaires are available in paper form from the surgery, can be completed via the practice website or by responding to a text message.



Anne Kings, the local lead for Dementia Friends in Gillingham was recognised as a Community Hero by North Dorset District Council.

Many Congratulations!

Walking For Health (WfH) activity in North Dorset.

The data tells us that whilst a lot of these say that they're already walking regularly; most are not meeting the national government target of 150 minutes per week when they register with us. We have 20 regularly active volunteer Walk Leaders who between them have given 78 hours of their time in April, May & June.

Gillingham Health Walks

Every Monday at 14.30pm Length: approx. 60 mins

Meet at The Barn Surgery, SP8 4XS (*this walk is provided by Gillingham Walkers*)

Every Tuesday at 14.30pm Length: approx. 60 mins

Meet at Peacemarsh Surgery, Marlott Road, SP8 4FA

Contact the surgery for more information.

Volunteers Needed

Your PPG is looking for volunteers for both the steering committee and to help at events. No specialist knowledge is needed, just an interest in helping to improve services and facilities at Gillingham Medical Practice (GMP).

Please contact us via the practice website or leave a note at reception for the Chairman if you would like to find out more.

DID YOU KNOW?

As well as booking appointments online, and renewing your prescription, you can also look at test results.

This may be easier than getting the information over the phone.

Nor sure how to do it? Ask your PPG for guidance.

Autumn 2018

