

Newsletter

Winter 2009



**Burton &
Bransgore Medical Centres**

FLU & PNEUMO VACCINATIONS

H1N1 Swine Flu Vaccinations

Initial supplies of the vaccine are now coming into the Practice and as vaccine comes in we are creating the appointments to inoculate those patients who qualify. The qualifying criteria for the vaccine **in order of priority** are:

- a) individuals aged six months and up to 65 years in the current seasonal 'flu vaccine clinical at risk groups
- b) Pregnant women
- c) Household contacts of immunocompromised individuals
- d) People aged 65 and over in the current seasonal flu vaccine clinical at risk groups

By now all patients on our records in any of these categories should have received a letter, but if you haven't, are unsure and would like to be inoculated, please enquire if you qualify.

We now know that the next group to be offered the vaccine are all under '5's but we have been instructed to inoculate the above categories first.

Pneumovax

This once in a lifetime vaccine is offered to all 65's and over, and anyone with a chronic disease. If you haven't already had this vaccine, please enquire if you qualify.

Seasonal Flu Vaccinations

Thank you to everyone who has attended for a seasonal 'flu injection. The Saturday sessions were again well supported, and this is by far the most efficient way of managing this campaign.

CHRISTMAS & NEW YEAR OPENING HOURS

The Practice (both Burton & Bransgore) will be open:

CHRISTMAS EVE - 8.30am – 4pm
NEW YEAR'S EVE - 8.30am – 5pm

The Practice will be closed:

Christmas Day AND Monday 28 December
It will be open, as usual, on
Tuesday 29th & Wednesday 30th December



PEOPLE NEWS

There have been quite a few changes at the Practice in recent months. Earlier in the year our Practice Secretary, Deborah, who had been with us for 8 years, was lured into an excellent job at the Royal Bournemouth Hospital. We were delighted to appoint Linda from within the reception team as Deborah's replacement and Linda is supported in this role by Sue. We now have a new receptionist, Joanne, on the team and I am sure you will quickly get to know Jo.

We have also in the last couple of months said goodbye to Hilde Duckitt and Cathy Macklin from the nursing team. Hilde too had been with the Practice for 8 years, and Cathy over 20 years. We have been fortunate in recruiting a full time Nurse Practitioner and Lead Nurse, Helen Nowell, along with a very experienced Practice Nurse, Louise Otter, to support Helen and the nursing team. The nursing team has also been joined by Fulmar 'Tufty' Hawkins. Tufty will be undertaking a regular phlebotomy session

and covering some of the treatment room sessions too.

I am pleased to report that we have a GP Registrar again this year. Dr Matthew Renshaw joined us in August.

NHS NUMBER

Every UK citizen has an NHS number, although a lot of us are only aware of this when we come to change our doctors. The numbers used to be issued on the old Medical Cards that would be sent when we first registered with a GP. However, these cards are no longer being issued when you register with a Practice and a lot are now out of date.

An NHS number is made up of 10 digits, there are no letters. If yours is made up of letters and numbers it is out of date.

It is anticipated that the NHS number will become more important to you so when we write to you we are adding this on the right hand side of the letter near the top. If you get a letter from the surgery please make a note of it somewhere safe, as you may well need to know it in the future.

If you would like to find out what your NHS number is please ask at the reception desk when you are next in the surgery and the receptionist will let you know. We will not be able to give out individual numbers over the telephone.

H1N1 SWINE 'FLU

Sorry –
it hasn't gone away!



If you think you may have Swine Flu

PLEASE STAY AT HOME

Seek advice and information from:

The National Flu Service:

For Treatment 0800 1 513 100

For Information 0800 1 513 513

Text Phone: 0800 1 513 200

(lines open 8am – midnight)

Or log on to:

www.pandemicflu.direct.gov.uk (24 Hrs)

If you are pregnant or have underlying medical conditions or a child under the age of one year with symptoms please contact:

Bransgore Medical Centre **01425 672857**

Burton Medical Centre **01202 474311**

Out of Hours Service **0845 600 1013**

Swine Flu symptoms are broadly the same as those of ordinary 'flu. The typical symptoms are sudden fever and or sudden cough.

Other symptoms may include:

- | | |
|----------------------|------------------------------|
| • Headache | • Diarrhoea or stomach upset |
| • Tiredness | • Sore throat |
| • Chills | • Runny nose |
| • Aching muscles | • Sneezing |
| • Limb or joint pain | • Loss of appetite |

If an anti-viral drug is prescribed you will be asked to nominate a 'flu-friend' to collect the drug from the local collection point that you will be advised about over the phone.

NON ATTENDERS

This remains a very big problem for the Practice, and is actually worsening.

We are writing to EVERYONE who misses an appointment and are encouraged that most patients can see why we are taking this time and trouble. So please

'KEEP IT or CANCEL IT but DON'T FORGET IT ...'

PERSONAL CONTACT DETAILS

If you change your name, address or telephone number, please advise the surgery IMMEDIATELY as we must keep accurate records. If your new address is outside the practice area, you will be asked to transfer to another doctor nearer to you.

The surgery website:
www.theburtonsurgery.co.uk