

Mandeville Practice

Newsletter



Issue 1 August 2019

It's that time of the year to start thinking about flu and keeping well this winter



Flu vaccination: who should have it this winter?

Who is at risk from the effects of flu?

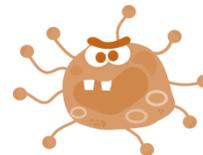
- Pregnant or if you have a long term condition such as:
- a chronic respiratory disease (including asthma, emphysema or bronchitis)
- a heart problem
- lowered immunity due to disease or treatment
- liver disease
- had a stroke or transient ischaemic attack (TIA)
- diabetes
- a neurological condition i.e. MS, cerebral palsy or learning disabilities
- a problem with your spleen e.g. sickle cell disease or you have had your spleen removed
- are seriously overweight (BMI of 40 and above)



Who is the vaccination for?

As well as patients for are listed in the above, the following people should consider having the flu vaccination:

- aged 65 years and over
- those living in residential or nursing homes
- Carers of disabled or older adults
- a household contact of an immunocompromised person
- children over six months who have one of the conditions listed above



From Monday 19th August all our over 65s patients will be able to book for flu vaccinations. We will be running a health campaign on the Week Commencing 16th September & 23rd September this will also include a Health Check and your flu vaccination

Don't delay make sure you book your appointment with the Nurse at Reception today!

We will update our patients who are at risk under 65, pregnant and children aged 2 & 3 years old with our clinic dates once our vaccines arrive in Practice

Our over 75s Complex Care Team will be out on the week commencing 30th September to vaccinate our elderly, vulnerable and housebound patients



Appointments

We are currently looking at our GP/ANP appointment system and reviewing changes that may need to be made from September

Thank you to our patients for their patience during this time we endeavour to have the appointment horizon back up and running at the start of September

Bank Holidays 2019- 2020

Summer bank holiday Monday 26th August
Christmas Day Wednesday 25th December
Boxing Day Thursday 26th December
New Year's Day Wednesday 1st January 2020

PLT Afternoon Closures from 13.00

Wednesday 18th September
Tuesday 15th October
Thursday 21st November
Wednesday 15th January 2020
Tuesday 11th February 2020
Thursday 19th March 2020

Staff Updates



During the month of July we sadly said goodbye to Dr Pattni our Clinic Lead and Rainer our Physicians Associate, who have moved on to new ventures. We thank them for all their input and clinical care they have given to our patients and the support they have given to their colleagues. Mandeville Practice wishes them farewell and good luck for their futures



We would like to introduce our two new GPs Dr Wasim Ahmed who joined the Practice on the 5th August as our new Clinical Lead 10 sessions a week and Dr Amer Sheikh 10 sessions a week starting from September. There will be a settlement period for both whilst they get to know the Practice.



Meet our Clinical Team who here to help at Mandeville Practice

Dr Rita Kargbo 6 sessions- Monday, Tuesday and Friday
Dr Wasim Ahmed 10 sessions- Monday- Friday
Dr Amer Sheikh 10 sessions- Monday & Tuesday in Practice
Dr Jaysal Patel 2 session- Monday
Dr Shakil Akhtar 6 sessions- Tuesday, Wednesday & Thursday
Dr Kavita Rodrigues Regular locum adhoc

Elaine Taylor ANP 8 sessions- Monday, Tuesday, Wednesday & Friday
Nilesh Kerai Clinical Pharmacist 10 sessions- Monday - Friday

Citas Parker Practice Nurse 6 sessions- Monday, Wednesday & Friday
Somia Kausar Practice Nurse 6 sessions- Tuesday, Wednesday & Friday

Amanda Coomber HCA 8 sessions- Tuesday - Friday
Mohammed Moiz HCA 6 sessions Monday, Tuesday & Thursday
Jennifer Lewis HCA 4 sessions Monday, Tuesday, Thursday & Friday

Bridget Hammond 6 sessions Over 75s and Complex Care Nurse- Monday, Tuesday & Thursday
Mohammed Moiz 4 sessions Over 75s and Complex Care Nurse- Wednesday and Friday

Practice Recruitment- Keeping our patients informed

We are currently recruiting for the Medical Reception Team and have team members currently in training to support whilst we go through this period, we thank our patients for their continued support and patience during this time.

We are also recruiting for a new full time Practice Nurse & ANP more news to follow



Do we have the correct details for you?

Have you changed your details recently?

Don't forget to update the Practice so we can change your medical records accordingly

By not doing so this could affect you receiving communications from the Practice in relation to appointments, referrals and other important communications we need to contact you about. In very rare circumstances it could affect your registration if correspondence gets sent back as not known. Please at Reception of a change in details form



Compliments, Complaints and Suggestions

We love to hear from our patients when things go right, but sadly time to time things do go wrong

When things go well...

Thank you to all our patients who go out of their way to acknowledge the good service they have received by our team. Your support and encouragement is always welcomed.

When things go wrong...

Please let us know so that we can try to put the matter right and learn from your experience.

How to Make a Complaint

At the Mandeville Practice we try hard to give our patients a good service but sometimes things don't go as well as we would have liked. We do want to hear from you if you have a constructive comment to make about the service we offer, or if you have a genuine grievance or complaint. Please talk to us so that we can listen to what you have to say and discuss how to proceed.

If you need to speak to someone in Practice regarding a concern or complaint please ask at Reception for:

Stacey Thoday- Patient Services Manager **OR** Julie McGraw- Operations Manager/ Complaints Lead

We will be more than happy to help resolve any issues that you have, if we're not around please leave your full name, nature of complaint and the best number call you back on. Please see our website www.mandevillesurgery.co.uk for further information on the complaint process



Repairs and improvements

We have gone through a recent remodel within Practice to refresh the décor and some much needed repair works, this is now drawing to a close.

We now have our new automated doors installed to enable all our patients to use the Practice comfortably and safely with a new video link system for out of hours.

Immunisations Clinics

We're pleased to announce the return of our child immunisations clinics these will be back up and running by Late-September every Wednesday morning.



Patient Participating Group

We welcome all our patients to join our patient participation group (PPG) where your views would be extremely valuable in helping the Practice make future decisions on the way we deliver our healthcare service here at Mandeville please ask at the desk or form or you can register your interest via mandevillesurgery@nhs.net or collect a form at Reception

Non NHS Fees

Some services do not fall under the remit of the NHS and for these there is a private charge.

This For example this will include all private letters, forms to be completed and medicals please ask at Reception for further information/prices





Patient Access

You can sign up via our website at www.mandevillesurgery.co.uk
Follow the links on Patient Access

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well.
Being able to see your record online might help you to manage your medical conditions. It also means that you can access it from anywhere in the world should you require medical treatment on holiday.
The service is open **24/7/365** and can be accessed from your home PC, Tablet or Mobile phone.

Available Patient Services

The following Services are available to all registered patients.

- Book / Cancel Appointments
- Order Repeat Prescriptions
- View Medical Records
- Update Address Details

Introducing Ask NHS App its here and free to use



As a patient you will be able to use this app to get information on what to do with your ailments wherever & whenever. Olivia will ask you a series of questions much like NHS 111 does. At the end she will advise you if you need to see someone and who it is most appropriate to seek help from, and where to go or what self-help care you need

This app is connected to our Emis clinical system and some telephone consultations are available for Olivia to book for you if needed

You can also find local services and seek self-care download the app today!



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