

SURGERY CLOSURE DATES

The Surgery will be closed for staff training from 13.00 on

Thursday 10.09.20

Wednesday 07.10.20

Thursday 12.11.20

And between 14.00 & 16.00 for a staff meeting on

Thursday 15.10.20

WHEN THE SURGERY IS CLOSED YOUR CALL WILL BE DIVERTED NHS 111

STAFF NEWS

We welcome:

Dr Elinor Wombwell
Salaried GP

Dr Nadia Islam
Trainee GP

Rachael Dungey
Health Care Assistant

Chloe Walker
Health Care Assistant

Holly Spooner
Admin Apprentice

Promotions

Kay Goodchild-Critchley
Operations Practice
Manager

Louise Ho
Nurse Team Lead

Ruth Love
Admin Team Lead

PRACTICE UPDATES

Practice updates and information are regularly posted on our website and new Facebook page.



The Peninsula Practice

Autumn 2020 Newsletter

THANK YOU

We understand that the past few months have been a fearful and trying time for everybody & all our staff would like to thank you for your patience, understanding & compassion during the pandemic.

FACE COVERINGS

Please remember to wear a face covering if you are attending the surgery in person.

PRACTICE IMPROVEMENTS

We have been making improvements at our Aldeburgh site to bring it in line with infection control standards. We have refurbished the waiting area & clinical rooms, & have installed a shielding screen in reception. At our Orford site we have fitted an exterior window to ensure social distancing is maintained when patients collect their prescriptions.



FLU VACCINATION CLINIC DATES

Due to social distancing we are unable to host our Health & Wellbeing Event this year but we will be holding three Flu Vaccination Clinics. The clinics will be open from 09.00 until 18.00 **& by appointment only.**

WHO IS ELIGIBLE FOR A FLU VACCINATION

- Anybody over the age of 65 .
- Anybody with a pre-existing health condition who has received an invitation letter from the Surgery.

DATES & VENUES

12.10.20 Hollesley Village Hall
22.10.20 Aldeburgh Community & Sports Centre
27.10.20 Orford Town Hall

Wherever you live you can attend a clinic of your choice.

Please phone the surgery after 14th September to book an appointment for your flu vaccination. And please remember to wear a face covering when you attend the clinic.

SMS TEXT MESSAGE

Do you have a mobile phone and would you like the practice to contact you via SMS text message?

If so, please ensure we have your current mobile number plus your permission to contact you via this medium.

For more information please speak to our Care Navigators.

PATIENCE FROM PATIENTS

Our Care Navigators fielded over 19,000 telephone calls from March to June. Often these calls can be very complex and inevitably take time to address.

So we ask for your patience and understanding.

BLOOD RESULTS

Did you know that you can access your blood results online via our website?

You can obtain online access forms from our website:
www.thepeninsulapractice.co.uk/online-services-2
or ask our Care Navigators.

If you do telephone the surgery for your results please remember to call after 11am.

NEWSLETTER

If you would like to receive this newsletter by email, please sign up by using the form on the Practice website news page:
www.thepeninsulapractice.co.uk/news.

THE ROLE OF NURSE PRACTITIONERS (NP)

Did you know that there is a chronic shortage of GPs in the UK? Twenty years ago when The Peninsula Practice advertised for a GP there were over 30 applicants, now we are lucky if we get one & this is reflected in surgeries nationwide. That is why NPs play such a vital role in sustaining the viability of general practices across Britain.

NPs are trained specialist nurses who have undertaken additional medical training. They provide treatment & advice for many problems for which you may have seen a GP in the past. A NP assesses & examines, makes a diagnosis, provides advice & treatment, including issuing a prescription if required. They also make referrals to other health care professionals, & admit patients to hospital when necessary.

TRIAGE TELEPHONE APPOINTMENTS

A recent audit has shown that since the introduction of our Triage Telephone Appointments only 3 hours have been lost due to patients failing to attend for their appointments. During the 3 months prior to the implementation of the new appointment system over 25 hours were lost because patients failed to attend.

PATIENT PARTICIPATION GROUP (PPG)

We are currently looking to recruit new members to the practice PPG.

WHAT IS A PPG?

It is a group of patients, carers & practice staff who meet to discuss practice issues & patient experience to help improve services.

WHAT IS THE ROLE OF THE PPG?

To be a constructive critical friend to the practice.

To advise the practice regarding patient perspectives on the quality of services we offer.

To encourage patients to take greater responsibility for their own health.

To carry out surveys into the views of those who use the practice.

To assist in organising health promotion events.

WHERE AND WHEN DOES THE PPG MEET?

The group meets four times a year. Meetings are currently held virtually, via computer link.

CAN ANYBODY JOIN THE PPG?

Anybody over the age of 18 who is registered with The Peninsula Practice can join the PPG.

We would like the PPG to reflect a diverse range of ages, ethnicity & backgrounds. If you are interested in supporting your practice please download an application form from our website:

www.thepeninsulapractice.co.uk/patient-participation-group
or email us @IESCCG.Peninsula-Practice@nhs.net
or call us on 01394 411641.