



# Elm Tree Surgery

Tel: 01793 782207

## PHARMACY FIRST

Pharmacists can give you advice on a range of conditions and suggest medicines that can help.

The practice may signpost you to this service for the following conditions:

- earache (aged 1 to 17years)
- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- shingles (aged 18 years and over)
- sinusitis (aged 12 years and over)
- sore throat (aged 5 years and over)
- urinary tract infections or UTIs (women aged 16 to 64 years)

[https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/?wt.mc\\_id=pharmacyfirst\\_General\\_phrase&wt.tsrc=ppc&gad\\_source=1&gclid=EAlalQobChM1x\\_e355vFhQ\\_MVNJNQBh3Qkwo0EAAAYASAAEgLV\\_D\\_BwE&gclid=aw\\_ds](https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/?wt.mc_id=pharmacyfirst_General_phrase&wt.tsrc=ppc&gad_source=1&gclid=EAlalQobChM1x_e355vFhQ_MVNJNQBh3Qkwo0EAAAYASAAEgLV_D_BwE&gclid=aw_ds)



## Elm Tree News

### COVID

The Surgery is running at Covid clinic at the Memorial Hall on the 8<sup>th</sup> May 2024 from 8.45 until 16.30 . The practice will be inviting those eligible via a self-booking link or calling patients

The eligibility for the Spring campaign is:

- adults aged 75 years and over
- individuals aged 6 months and over who are immunosuppressed

For more information of those identified as immunosuppressed please see :

<https://www.gov.uk/government/publications/covid-19-the-green-book-chapter-14a>

The practice will not be vaccinating anyone under 18's please look out for guidance from NHS England

### PRACTICE EDUCATION EVENTS AND WORKSHOP

Theresa our Health and Wellbeing Advisor, and Deb our Social Prescriber, ran a Fibromyalgia Workshop in November with the help of Eleanor our Care Coordinator and Joe our First Contact Physiotherapist. Events were very well attended in total over 50 patients attended the workshops across our PCN .

Theresa and Deb are planning other events around different health topics.

### PRACTICE PHONE LINE CLOSURES

The practice is having a training session on Wednesday 17<sup>th</sup> April so our phone line will be closed during this time between 12.15 And 13.45 .

### PLEASE BE KIND

As a healthcare organisation we are very aware that visiting and calling can, at times, be stressful and concerning for patients. Delays in obtaining appointments, prescriptions, medications, and delays sometimes due to unforeseen emergency appointments, can also add to these concerns.

Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with respect.

We are sadly seeing an increase in verbal abuse targeted towards our staff which we are sure you will agree is unacceptable.

Please be kind .



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## PLEASE REMEMBER

We have had some feedback recently that text messages sometimes do not come through instantly, we apologise and wanted to update we are looking into this .

## CANCER ROADSHOW

The practice will be hosting another cancer roadshow .This year we will be focusing on Men’s cancers

We will also be looking at promotion of screening amongst our BAME patient groups.

## Friends and family Feedback

### You said

difficult to get appointments with Diabetic nurse.

Felt didn't have enough time to discuss concerns with GP

### we did.

We have a second nurse Sarah to support our diabetic patients.

Ensure that people are aware can book double appointments with GPs

### January

3795 Appointments

104 DNA

### February

3641 Appointments

108 DNA

### March

3818 Appointments

131 DNA

### Then and Now

#### February

2023 - 3442

2024 - 3641

### January

7901 Inbound calls

2511 Outbound calls

Average unanswered calls in month 18

### February

8875 Inbound calls

2244 Outbound calls

Average unanswered calls month 26

### March

8159 Inbound calls

2130 Outbound calls

Average unanswered calls month 12