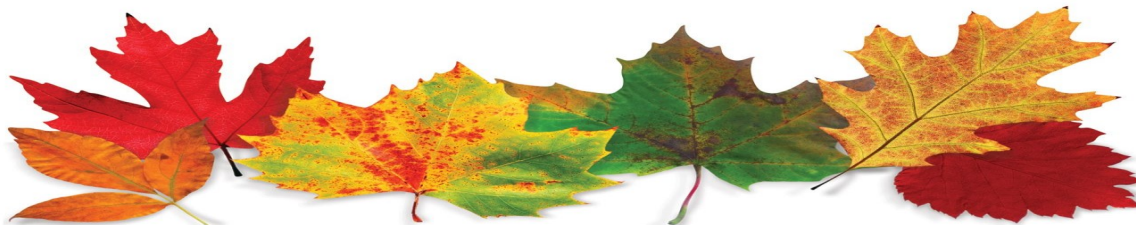


# Practice News Autumn 2018

Newsletter

October 18

Issue 13



*Hilary Cottage Surgery*

*Website: [www.fairfordsurgery.co.uk](http://www.fairfordsurgery.co.uk)*

## *Flu Clinics*

**This year we are holding a Saturday morning flu clinic on Saturday 6th October 2018. Mid week clinics are also available with a variety of appointment times available.**

If you are registered with the practice and fall into one of the categories listed below, then please either contact the surgery to book your appointment or if you have registered for online patient services then you can book your appointment online.

- All patients aged 65 and over
- Pregnant women
- Immunosuppressed patients

All those who suffer from any of the following:

- Chronic Heart Disease
- Chronic Kidney Disease at stage three, four or five
- Chronic Liver Disease
- Chronic Obstructive Pulmonary Disease (COPD) or bronchitis
- Asthma – (if you require continuous or repeated use of steroids or have had previous hospital admissions)
- Chronic Neurological Disease such as Parkinson's disease or Motor Neurone Disease, or Learning Disability
- Diabetes
- Previous Stroke
- Morbidly obese (BMI of 40 and above)
- Carers (in receipt of Carer's Allowance or on our Carer's Register)
- Live in a nursing home or other long stay residential care accommodation



All children entitled to receive a flu vaccination at the practice will receive an invitation letter.

If you are unsure of your entitlement to a free vaccine, then please ask at reception.

### Information

#### Telephone System Upgrade

**We will be upgrading our telephone system on Tuesday 18th September 2018. See page 2 for details.**

**We would like to thank you in advance for bearing with us whilst this work is undertaken, and would like to apologise for any inconvenience that this may cause on the day.**

#### Closure for Staff Training

**We will be closed for staff training on the following days:**

**- From 1pm on Tuesday 6th November 2018.**

**We will re-open on Wednesday 7th November 2018 at 8.30am.**

**- From 1.30pm to 4.30pm on Wednesday 12th December 2018.**

***Please remember to inform us if you can't keep your appointment (by phone/online/text)***

## Telephone Systems Upgrade

We are upgrading our telephone system with a go live date confirmed for Tuesday 18<sup>th</sup> September 2018

We are doing this for two reasons:

1. Our current system is old, uses outdated technology and we have noticed an increasing number of minor faults. We would also be unable to get it repaired if a major fault occurred.
2. We want to embrace advances in technology to be able to provide a better and more responsive telephone service and to improve access and call response times.

**We are keeping our existing telephone number** so you do not have to update your address books or contact lists.

As you can imagine this is quite an undertaking and unfortunately there will be some disruption expected to our phone lines on the day as the services are migrated. We will be working very closely with BT and our telephone systems provider to ensure any disruption is kept to a minimum.

It is likely that the telephone lines will be unavailable for a short time during the day when the new system is commissioned. We will try to ensure this is during the lunchtime period between 1.30pm and 2pm. We would therefore politely ask patients to avoid calling us during this time and to call back later in the day.

We would like to thank you in advance of bearing with us whilst this work is undertaken and would like to apologise for any inconvenience caused.

## NHS Abdominal Aortic Aneurysm Screening Programme



Are you male, and 65 years or older?

A simple scan can tell if you have an abdominal aortic aneurysm.

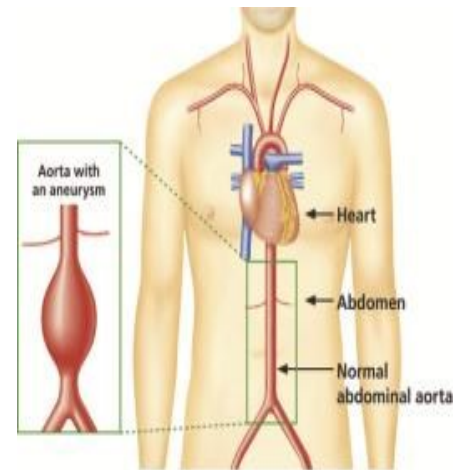
This is an enlargement of the major blood vessel in the abdomen and if left untreated can be fatal.

Screening is being undertaken at the surgery on

**Wednesday 14th November 2018 and on**

**Wednesday 12th December 2018.**

If you would like to be screened, please call **0300 422 4285** to check if you are eligible and to make an appointment.



## ***South Cotswold Improved Access Pilot***

As part of the South Cotswold Improved Access Pilot, GP's have been working closely with Gloucestershire Care Services (GCS) to develop an enhanced same day minor illness service at Cirencester Hospital.

From **Monday 3rd September**, GP practices are now able to offer and book patients into a minor illness appointment at Cirencester Hospital with an Advanced Practitioner every Monday to Friday (excluding Bank Holidays) between 09.00 to 13.00hrs and 14.00 to 18.00 hrs. This is in addition to the existing services already in place at Cirencester Minor Illness & Injury Unit (MIIU).

This pilot will be monitored closely by the Cluster GPs and GCS to establish whether the pilot is successful in bringing about expected benefits for patients

*Please visit the practice website at  
**[www.fairfordsurgery.co.uk](http://www.fairfordsurgery.co.uk)** for updates*