

Winter Newsletter



What's in this seasons Newsletter?

- ◆ Friends and Family Tests
- ◆ Welcome & Departure
- ◆ Missed your flu vaccination
- ◆ Repeat Prescriptions for Long Ashton Patients
- ◆ Collection of Sharps Boxes at Long Ashton and Tower House patients

Friends & Family Test – Results

Based on your recent experience, whether you saw a doctor or nurse, made an appointment or simply collected a prescription from the desk, we would like to know about your experience and how likely are you to recommend us to your friends and family?

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely unlikely	Don't know	Total
October 2017	17	6	4	0	1	0	28
November 2017	23	3	0	1	0	0	27
December 2017	9	6	1	1	0	0	17
Total	49	15	5	2	1	0	72



We welcome Dr Celina Goes who started in November and will be working at Backwell and Brockway. We also welcome Laura James Practice Nurse who will be working at Brockway and Tower House Medical Centre, Rowan Arrowsmith-Brown Receptionist at Long Ashton and Margaret Weymss-Cleland Medical Secretary who will be working at Brockway and Tower House Medical Centre.



We say goodbye to Lynda French Data Co-ordinator at Backwell, Nicola Corkerton Receptionist at Brockway and Sue Ricketts Senior Administrator at Brockway.

We had 3 staff members who retired at the end of October Margaret Dummer Prescriber from Brockway, Pauline Saunders Receptionist at Tower House and Ann Elwell Practice Nurse from Tower House.



Missed your flu vaccination?

It is really important that everyone who is eligible for a NHS flu vaccination is protected.

The flu vaccine

The annual flu vaccine can help reduce your risk of getting flu each year, although it's not 100% effective because it doesn't work against every possible type of flu virus.

A flu vaccine is available for free on the NHS for:

- anyone aged 65 and over
- pregnant women
- children and adults with an underlying health condition (particularly long-term heart or lung disease)
- children and adults with weakened immune systems

Adults over 18 and children aged six months to less than two years in these groups are given an annual injection.

Please contact your GP surgery and book an appointment before the end of March.



Repeat Prescriptions for Long Ashton Patients

Those patients who used our original Long Ashton Surgery website may have noticed in the past couple of weeks that the site has been closed down and there is a redirect to the new Tyntesfield Medical Group (TMG) website. This means that the repeat prescriptions service via the site is no longer available.

Patients who would like to continue using this service are requested to come into Long Ashton Surgery with photographic ID and proof of address to obtain login codes for 'Patient Access' to our new TMG site. This can be granted very quickly and only needs to be done once. Benefits of this are that you will be able to see a list of your current repeat medication and select what you would like to request.

Alternatively you can email tyntesfield.prescribing@nhs.net with the names and quantities of the medication you are requesting. For any prescription queries please telephone the Prescribing Hub (01275) 465119.

Please note that this number is not for prescription requests.



Collection of Sharps Boxes For Long Ashton and Tower House patients

At the end of October letters went out to diabetic patients on insulin to advise that North Somerset Council will be collecting used sharps bins from patient's homes. Reminder letters were sent out to patients last week. Attached to the letter is a referral form which needs to be filled in and returned to your usual surgery as soon as possible.

North Somerset Council are able to collect sharps boxes regularly – the frequency of collection can be requested on the referral form. This is a free service.

Once received we will send the referral form to North Somerset Council. They will contact you to discuss collection times. Once the collection service has been arranged please note that we will not be able to accept any filled sharp boxes at the surgery.

If you have any questions about their service please call **01934 888802** and ask to be transferred to the Sharps Box Collection department.

**WE WILL NOT BE ACCEPTING SHARPS BINS AFTER
WEDNESDAY, 31st JANUARY 2018**

Backwell Medical Centre

15 West Town Road, Backwell,
BS48 3HA
Tel: 01275 465100

Brockway Medical Centre

8 Brockway, Nailsea,
BS48 1BZ
Tel: 01275 850600

Long Ashton Surgery

55-57 Rayens Cross Road,
Long Ashton, BS41 9DY
Tel: 01275 392134

Tower House Medical Centre

Stockway South, Nailsea
BS48 2XX
Tel: 01275 866700



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