



South Hermitage Surgery

Patient Newsletter Autumn 2018

Upcoming Closures

8th November—closed from 12 noon—training

25th & 26th December—closed—Bank Holiday

1st January—closed—Bank Holiday

We are open as usual on all other days.

In case of an emergency, if you need urgent medical help or advice when the surgery is closed the number to call is **111**. The NHS111 service is free to call, 24 hours a day, 365 days a year.

New Telephone System

The introduction of our new phone system allows us to analyse data regarding the flow of our calls. Here are some key highlights thus far.

- Since the introduction of the new phone system, the average waiting time for a patient's call to be answered is only 10 seconds
- In one morning we can receive up to 118 calls within the first half hour of the phone lines opening
- Our total cumulative call talk time for August is 322 hours and 31 minutes

We are having some issues with call quality due to local broadband speeds—please bear with us whilst we try to rectify this. All calls are now recorded for training purposes and dispute resolution.

Flu Season

Four reasons to get the flu vaccine:-

1. Flu can make even healthy people seriously ill, with knock-on-effects for your family life & job.
2. Anyone with a health condition* or aged 65 or over is more vulnerable to flu & needs extra protection.
3. It's the safest, most effective way of protecting yourself.
4. The flu vaccine cannot give you flu.

Please support us by having your flu vaccine here, as we order these vaccines in advance for our practice population—having your jab with us will help avoid waste of valuable NHS resources.

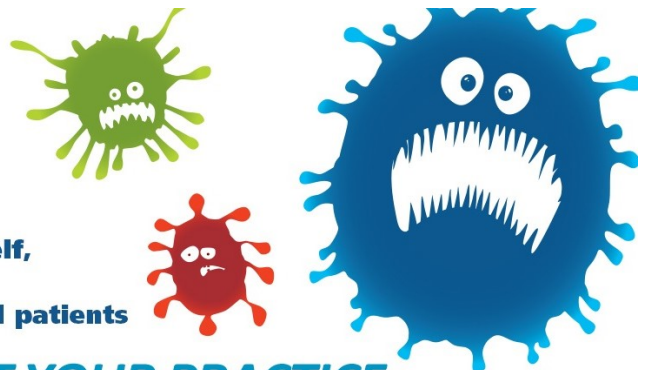
**Book your
appointment now.**

*please look overleaf to find health conditions where having a flu vaccine is recommended due to a higher risk

Flu jab

**Protect yourself,
your family,
colleagues and patients**

**SUPPORT YOUR PRACTICE
HAVE YOUR FLU JAB HERE!**





Flu Season Continued

The flu vaccine is highly advised if a person has any of the below conditions:-

- Heart Disease
- Chronic Lung Disease (COPD)
- Asthma
- Liver Disease
- Diabetes
- Immunosuppression (eg. Cancer)
- Neurological Illness (eg. Multiple Sclerosis)
- History of Stroke
- Pregnancy
- Is a main carer of an elderly or disabled person

Extended Access

South Hermitage Surgery is delighted to be working in collaboration with 10 other Shrewsbury based practices to provide evening and weekend appointments for all patients until 8pm weekdays and between 8:30-12:30 at weekends.

These appointments are available at different hub practices locally, including Marden, Beeches, Claremont Bank and ourselves (we operate on Wednesday evenings).

All weekend appointments are at Marden Medical Practice.

Our receptionists will be able to offer you a choice of times and locations.

Please ask our receptionists for an evening or weekend appointment.

STAY WELL THIS WINTER

Stay Warm

It is important to keep warm in winter—both inside and outdoors. Keeping warm over the winter months can help to prevent colds, flu and more serious problems such as heart attacks, strokes, pneumonia and depression.

Stay Active

Keep active when you're indoors. Try not to sit still for more than an hour or so. Wear several layers of light clothes. They trap warm air better than one bulky layer.

Stay Informed

Make sure you're receiving all the help that you're entitled to. Learn how to make your home more energy efficient, improve your heating and keep up with your energy bills at www.gov.uk/phe/keep-warm.

Catch it. Bin it. Kill it.

Flu is very infectious and spread by germs from coughs and sneezes, which can live on hands and surfaces for 24 hours.

To reduce the risk of spreading flu: use tissues to trap germs when you cough or sneeze, wash your hands often with warm water and soap and bin used tissues as quickly as possible.

Shingles Vaccine

We supply a vaccine here at the surgery that helps reduce your risk of getting shingles and reduces the severity of symptoms if you develop the disease.

About 1-in-5 people who have had chickenpox develop shingles. This means that in England and Wales, tens of thousands of people will get shingles.

All people aged 70 on 1 September 2016 are eligible to get the vaccine. In addition, this year anyone who is 78 on 1 September 2016 can also receive the vaccine.*

Book yours today! *For more eligibility info, please ask a receptionist.

