

Practice Newsletter - Spring-Summer 2018

Staff Update

We would like to welcome Isabelle to the practice who joined our administration team in January.

We will sadly be saying goodbye to practice nurse Gina in July who has been a locum nurse at the practice for several years. We wish Gina all the best in her retirement.

We are currently recruiting for reception staff. For information on the vacancy please ask at reception or email: eastfinchleymedicalpractice@nhs.net

PRACTICE NOTICE

As you may be aware, a very close neighbouring practice closed at the end of last year. As part of our NHS contract and to maintain the care for people living in the local community, we registered a large number of patients from this practice and processed over 1000 registrations in the past 6 months.

We would like to firstly thank all the members of our team for dealing with the influx of new patients so efficiently and effectively—even working Saturdays to ensure patients were registered in a timely manner.

During this time, the practice has experienced an increase in demand and we recognise that services have been stretched. We appreciate your patience and understanding at this busy time.

Missed Appointments

Last month there were a total of **51** appointments which were missed by patients. This totals to over **11 hours** of GP, Nurse and HCA time - that's the equivalent of nearly 4 clinics!

When an appointment is missed, this means an appointment has not been available for someone who was unwell and who really needed it. Not attending appointments restricts the service we are able to provide to you, your family and your local community.

If you cannot keep your appointment please inform us as soon as possible by telephone, online using Patient Access or by replying CANCEL to your appointment reminder text.

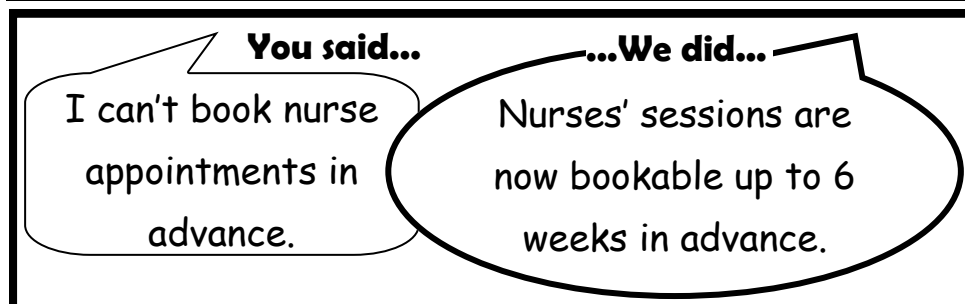
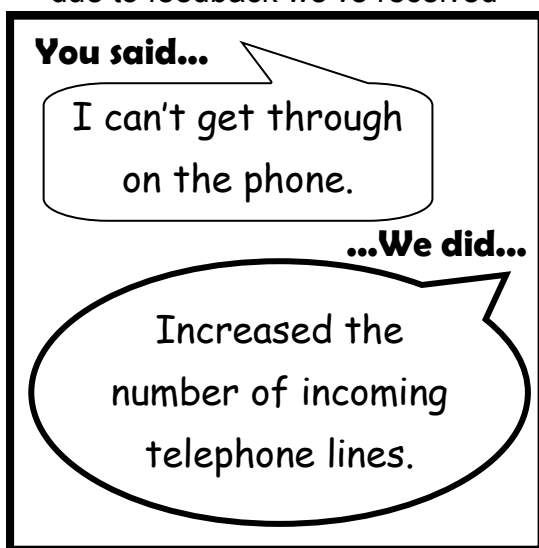
Minor Illnesses

Did you know that your local pharmacy could help if you or your child is unwell? Pharmacists can diagnose and treat many common illnesses such as coughs and colds, mild skin conditions, hay-fever and allergies, constipation, diarrhoea, vomiting and common aches and pains.

Visit your local pharmacy or find your closest here: www.nhs.uk/find-a-pharmacy

You Said We Did

We take all feedback seriously and are always trying to improve the services we are able to provide within the practice. Here are some of the recent changes that have been made at EFMP due to feedback we've received



8am-8pm Service

You can now book GP appointments in the EVENINGS (Monday - Friday 6:30pm-8pm) and WEEKENDS (Saturday & Sunday 8am-8pm) at one of our local HUB practices. To book, contact reception or call the 8-8 Call Centre: 020 8208 6901 (18.30-20.00 weekdays and 8.00-20.00 weekends)

Coming Soon—Evening and Weekend Nurse appointments!

Summer Health

Follow our top tips to keep your body and mind healthy during the summer months.

- ♦ Take care is the **sun** - use sunblock and suitable clothing or shade to prevent sunburn and other harmful effects of sun over-exposure
- ♦ Keep cool in **hot weather** to avoid heatstroke and drink water regularly to stay well hydrated
- ♦ If you suffer from **hay-fever** or other **allergies** seek advice and/or over-the-counter antihistamines from your local pharmacy.
- ♦ Maintain a **healthy, balanced diet** and remember to include 5 portions of fruit and vegetables daily.
- ♦ Stay **active** by taking regular physical exercise—it is recommended that healthy adults should do least 2.5hours of exercise over the week.
- ♦ Practice **mindfulness** to promote mental wellbeing - see the NHS Moodzone website: www.nhs.uk/conditions/stress-anxiety-depression/ or download an App such as Headspace or Chill Panda

Influenza Vaccination-September 2018

If you are eligible for a flu vaccination (over the age of 65, have a long term condition such as COPD, diabetes or heart disease, are morbidly obese, are pregnant or have a suppressed immune system) keep up-to-date on clinic information at the practice, on our website and ensure we have your up-to-date mobile number to receive a reminder text!