**SPRING HILL MEDICAL CENTRE NEWSLETTER**

(accessible version)

October 2018

**Important Patient Information: Flu Clinics**

**1ST November 3pm to 4.30pm Galley Common OVER 65'S ONLY**

**7th November 3pm to 4.30pm Spring Hill OVER 65'S ONLY**

**Under 18’s FOR NASAL FLU**

**PLEASE BOOK IN WITH THE PRACTICE NURSE**

You can cancel your appointment in 4 easy steps!

1. Ring 01676 540 395
2. Press option 4 for answerphone only
3. Leave your name, date of birth and appointment time
4. WE will cancel your appointment

Please note that this answerphone is not monitored 24/7 and for the cancelation of appointments only.

Patients will not be contacted by the practice.

**NHS 111**

**How does NHS 111 work?**

The NHS 111 service is staffed 24 hours a day, 7 days a week by a team of fully trained advisers. They will ask questions to assess your symptoms and, depending on the situation, will then:

* give you self-care advice
* connect you to a nurse, emergency dentist or GP
* book you a face-to-face appointment
* send an ambulance directly, if necessary
* direct you to the local service that can help you best with your concern.

**Did Not Attends**

**If you don’t need it, cancel it!**

From 2nd July to 27th September 2018

Total patients who

|  |  |
| --- | --- |
| DID NOT TURN UP FOR THEIR APPOINTMENT | 201 (201 appointments COULD HAVE BEEN offered!) |
| Follow up appointments | 42 |
| Follow up appointments = 42  Web / online appointments | 9 |
| Emergency appointments | 83 |
| Routine / Book on the day appointments | 47 |
| Pre bookable appointments | 20 |

**Our Christmas and New Year Opening Hours**

|  |  |  |
| --- | --- | --- |
| Monday | 24th December | Spring Hill Open as usual  Galley Common is closed |
| Tuesday | 25th Christmas Day | Closed |
| Wednesday | 26th Boxing Day | Closed |
| Thursday | 27th December | Open as usual |
| Monday | 31st December | Spring Hill Open as usual  Galley Common is closed |
| Tuesday | 1st January | Closed |
| Wednesday | 2nd January | Open as usual |