

# Newsletter

ELIZABETH HOUSE  
MEDICAL PRACTICE  
November 2024



Welcome to our newsletter! Please find below some of the latest practice developments in our mission to provide high quality healthcare for our patients

## OPENING HOURS

Monday 8am-8pm

Tuesday – Friday 8am- 6.30pm

## STAFF TRAINING AND BANK HOLIDAY CLOSURE

Please note, the practice will be closed on **Thursday 14<sup>th</sup> November** and **Tuesday 3<sup>rd</sup> December** from 12.30 due to Staff Training.

## APPOINTMENTS UPDATE

Between 1st July and 31<sup>st</sup> October, we had 16,096 booked appointments and **373** that were unfortunately not attended. Please remember to cancel your appointment if you cannot attend, so it can be offered to someone else in need.

The practice will also be closed on **Wednesday 25<sup>th</sup> & Thursday 26<sup>th</sup> December** as well as **Wednesday 1<sup>st</sup> January** due to the Christmas bank holidays.

Please remember to order your prescriptions in advance on these dates.



**BOOKING APPOINTMENTS**

Patients have the choice of requesting a telephone appointment or a face to face appointment on the day or prebookable for the future, when contacting reception for an appointment. Patients can continue to request to see a specific doctor to ensure continuity of care.

You can also complete an online e-consultation form on our website for queries or requests, and one of the team will get back to you as soon as possible.

**PHARMACY FIRST**

Did you know that you can now visit your local pharmacy for a selection of minor ailments? These include:

Sinusitis- 12yrs and over

Sore Throat- 5yrs and over

Acute Otitis Media (Ear ache/ infection)- 1 to 17yrs

Infected insect bite- 1yr and over

Impetigo (skin infection)- 1yr and over

Shingles- 18yrs and over

Uncomplicated UTI (Urinary Tract Infection)- Women 16- 64 yrs

After a consultation with the pharmacist, the pharmacy will send a notification to the patients GP. Community pharmacies offer convenient way to access healthcare and this includes support with healthy eating, exercise, stopping smoking, monitoring your blood pressure and contraception.

**PATIENT PARTICIPATION GROUP (PPG)**

Our last PPG meeting was in August. You can find the minutes on our website. We're eager to grow our PPG community, so if you're interested in joining future meetings, please email us at [elizabeth.housesurgery@nhs.net](mailto:elizabeth.housesurgery@nhs.net) for the link.

**VACCINATIONS**

RSV (Respiratory Syncytial Virus) has been available from Sept 1<sup>st</sup>. This vaccination helps to protect from respiratory infections which could lead to pneumonia and hospitalisation. This vaccine is available for patients aged 75 -80 as a catch up and then for all patient who turn 75 each year. Unfortunately the age range has been dictated by NHS England and we are unable to offer it to patients over the age of 80. The same applies for the shingles vaccine.

You can still get both the NHS flu and COVID-19 vaccines if you are:

- Are 65 or over
- Have specific chronic health conditions
- Are pregnant
- Live in a care home for older adults

Please talk to reception if you would like to book in for the vaccines.

**UP-TO-DATE CONTACT DETAILS**

Keeping your contact details current is crucial for us to provide the best care to our patients. It's equally important for us to have a next of kin listed in your records.

We're always striving to improve our services and appreciate your support and feedback. Stay informed by visiting our website and joining our Facebook community. Together, we can ensure that everyone receives the best possible care. Thank you for being a valued member of our practice. We look forward to continuing to serve you and your family.

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Thank you for reading!