

Balmoral Surgery Newsletter December 2024

Flu & Covid Clinics

As most of you will know, we have undertaken 'flu and COVID-19 vaccinations this year, and it has been a great success. We sincerely thank you for choosing to have your vaccine done with us. Your trust and participation have played a key role in this achievement, and we appreciate your support in helping to protect our community. We hope to see you again next year.

Telephone System

We are pleased to announce that we have upgraded our telephone system, which now includes a call-back option. This feature has been working well so far and has proven to be a valuable addition. With the call-back option, the system will call you back when you are number 1 in the queue, reducing wait times and helping you avoid the frustration of being on hold. We believe this improvement will enhance your overall experience when contacting us, making it easier and more efficient for you to get the assistance you need. We appreciate your patience and continued support as we work to provide the best service possible.

Pharmacy First

Community pharmacists are now able supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP.

- Sinusitis
- Sore throat
- Earache
- Infected insect bite
- Impetigo (a bacterial skin infection)
- Shingles
- Uncomplicated urinary tract infections in women

You can get treatment for these conditions by walking into the pharmacy or contacting them virtually. GP receptionists, NHS 111 and providers of emergency care will also be able to direct patients to pharmacies that offer the service, if contacted.

Patients can still choose to visit a GP if they wish to. Pharmacy First offers alternative access for these seven conditions and we encourage people to make the most of this service and to consult the highly trained professions in their local pharmacy.

Contraceptive Services

Contraceptive Coils (IUS or IUD systems). A contraception counselling session with Dr Eastbrook is required to discuss suitability before booking a coil insertion appointment.

Coil removals are available at the practice, this can be booked with Dr Eastbrook or with Petrina, our Practice Nurse.

Dr Camm is now providing the Contraceptive Implant at Balmoral Surgery. An appointment prior to the administration of the implant will need to be booked with Dr Camm to discuss suitability.

Patient Forum Group

Balmoral Surgery has a patient forum which always welcomes new members. The Forum usually meets three times a year and aims to give our patients the opportunity to have their say about the services the surgery provides and to keep members up-to-date with new developments etc. The minutes of the forum meetings are available on our website and if you are interested in joining, please contact us. Our next meeting is on 24/02/2024 at 1:15pm.

DNAs (did not attend appointment)

We are having a significant amount of patients not attend their booked appointments.

There is always considerable pressure on our nurses and doctors for appointments and missed appointments mean that time is wasted and not available to other patients who may need it. We would be grateful if you could make every effort to attend or let the practice know in advance if you cannot come to your appointments.

DNAs from October this year until now = 476

Do you have a mobile number?

Please be sure to update your mobile numbers in our system to ensure you receive timely appointment reminders. Keeping your contact information current allows us to send you a message or reminder via text or call. If you need assistance with updating your details, please don't hesitate to contact us.

Closures

Please note that we will be closed on Christmas Day, Boxing Day, and New Year's Day. If you require medical assistance during this time, please contact 111. In the case of a life-threatening emergency, call 999. We wish you all a safe and happy holiday season.

Wishing all our patients a Merry Christmas and a Happy New Year! We sincerely appreciate your continued trust and support throughout the year. May this festive season bring you peace, health, and happiness. We wish you and your loved ones all the best during this special time.

We would also like to thank everyone for the wonderful Christmas gifts! We appreciate your generosity and thoughtfulness.