



**Alcester Health Centre**

Modern Care Traditional Values

# Practice News

## Flu Season is Here!

As you may already be aware we are now taking bookings for Flu Vaccinations!

We know you might be too busy to attend during the work day, so this year we will be offering a range of appointments both within and outside of usual surgery core hours.

If you are seeing a clinician in surgery and wish to have your flu jab *please ask!* Our clinicians will do their best to give you the vaccination (time allowing) or we will be able to assist in booking the next available appointment.

If you are eligible for a Flu Vaccination and wish to book in, or if you wish to find out if you are eligible, contact us via eConsult or call us on 01789 763060.

## Extended Hours Accessibility

We are pleased to announce that Alcester Health Centre will be hosting the Extended Access Hubs starting in October 2022.

This means that our patients, and patients from the local area, will be able to access NHS services outside of surgery core hours. (Services including GP, Nurse and Health Care Assistant appointments)

Please be aware - this service will not be held at Alcester Health Centre every day but an average of 10 hours a week (including alternate Saturdays).

## Keep Updated with Surgery News

Like and follow our Facebook Page to stay up-to-date with surgery news!

@AlcesterHealth



The page is frequently updated with useful surgery information.

## Did you know...

**You don't have to call our reception team to access a range of services?**

On our website you can:

- Order repeat prescriptions
- Cancel appointments
- Change your personal details
- Tell us if you are a carer
- Complete a range of forms (such as Travel Questionnaires for Travel Immunisations, self-refer to the midwife etc.)

Visit our website at

<https://www.alcesterhealthcentre.co.uk/>

# PPG

## Patient Participation Group

The PPG aims to be the voice of the patient in the practice. Working constructively and positively to help identify solutions and work in partnership with the practice.

If you are interested in joining the Alcester Health Centre Patient Participation Group, please visit our website and complete the online form or ask at reception.

Your contact details will only be used for this purpose and will be kept safely.



## Cancelling Appointments

If you no longer need your appointment please remember to let us know.

We have seen an increase recently in appointments cancelled near the appointment time and appointments missed.

Please be considerate to our other patients who may need your appointment and let us know so we can offer this appointment to others.

You can cancel your appointment by choosing option 1 on our phone line, to go through to our cancellation line. Or, visit our website

<https://www.alcesterhealthcentre.co.uk/cancelappointment>

## NHS Health Checks!

The NHS Health Check is a health check-up for adults in England aged 40 to 74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia.

As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk.

To find out if you are eligible visit

<https://www.nhs.uk/conditions/nhs-health-check/>

## Covid-19 Queries

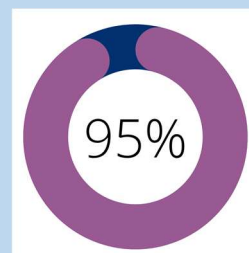
If you have any queries regarding Covid-19/ Booster vaccines please ring the surgery and **choose option 6**.

An automated message shall provide some generic information, however if your question is still unanswered, please hold and you will be transferred to a local helpline!

## Feedback

We are always striving to do better and provide a better service to our patients.

If you would like to tell us what we are doing well or areas where we can improve, please visit our website and/or leave us a Google Review.



95% of our Feedback from the July to September 2022 was Good and Very Good!

*Feedback Collected from our web-form (accessible via our website). Data taken from a total of 43 feedback forms received.*

## NHS 111

If you need medical advice when the GP surgery or the pharmacy is closed, call: 111 or go to 111.nhs.uk



**when it's less  
urgent than 999**

## SELF CARE & OVER THE COUNTER MEDICATIONS

Some medicines, that are available to buy 'Over The Counter' from pharmacies and supermarkets, are no longer prescribed by GP practices.

### Which medications are affected?

The medicines affected are those used to treat minor, short-term health conditions.

*Such as: acute sore throat, cold sores, dry or sore eyes, travel sickness, hay fever and many more!*

### What if I am exempt from Prescription Charges?

*This guidance applies to ALL patients, including those who are exempt from paying prescription charges.*

