

FROM THE PRACTICE

At the two Flu clinics this year we vaccinated 1462 patients, that's 569 less than in 2018. One of the reasons for this shortfall is that **830 patients had their vaccinations at pharmacies.**

You may not be aware that **the practice is required under its contract with the NHS to buy vaccines for all eligible patients registered at Kenmore and any not used have to be returned and destroyed**, meaning a potential financial loss to the Practice and the NHS.

We pride ourselves at Kenmore in looking after all aspects of the health of our patients and if you chose to have your flu vaccination at a pharmacy we are not giving you your allocated vaccination. In addition, there is a financial loss to the NHS because they have paid twice, once at Kenmore and once at the pharmacy. The loss to us means a potential reduction in our services now, and in the future, because we have lost a significant amount of income which we would have used to develop our services.

Can we ask you to please have your vaccinations at Kenmore Medical Centre GP Surgery rather than at a pharmacy in the future so that we can continue to manage your total health needs.

(...and on a positive note) **THANK YOU** for not using the car park at the Flu Clinics. This meant it was a great deal easier for blue badge holders and patients who have serious mobility problems to get access to the practice.

Text messages: Kenmore operates a text message reminder service for appointments. If you would like to sign up for this, please contact Reception. All information is held confidentially. This service will help to reduce the number of failed appointments. **Please remember to notify us if you change your mobile number, address or telephone number.**

Tess Jones (Nurse Practitioner): The Practice has recently appointed Tess as an Additional Nurse Practitioner so that the doctors can spend longer with patients who have more complex medical problems.

Tess is available Tuesday – Friday in the day-time and some evenings for acute medical problems. You will benefit from treatment sooner because you can get an appointment on the day and in advance.

She is able to diagnose, prescribe medication, carry out medication reviews, refer to consultants and manage chronic diseases in adults. She also has access to Doctors at all times.

Staff changes: We welcome back Dr Sophie Nelson from maternity leave. We welcome Angela Carey our new Reception Manager.

The Practice has introduced E-Consult – this is an on line triage system that enables patients to submit to the Practice requests for advice via the Practice Website. The patient is provided with some on line symptom advice and given alternative options as part of the process. The requests are processed and actioned by the Practice in order to manage the patient in the most effective way e.g. telephone consultation, face to face consultation or call back to deal with administration etc.

Drugs: Please ensure that you leave enough time to order your drugs over the Christmas and New Year time when the Pharmacies close **BUT please do not stock pile your drugs! There is a shortage of some drugs but stock piling will make it worse. Thank you.**

Appointments: Please remember that **Routine** appointments with a **Doctor** may only be booked for 5 days in advance. You can book appointments with Nurses, Health Care Assistants, Alan (blood tests) further ahead than 5 days. **Urgent appointments** may be available for the triage surgery with Terry, mornings and afternoons. Non-urgent triage appointments may be booked with Tess Jones (Nurse Practitioner)