



## KIRKBURTON PATIENT PARTICIPATION GROUP (PPG) NEWSLETTER – AUTUMN 2018

Our Newsletter can be viewed on our website [www.kirkburtonhealthcentre.nhs.uk](http://www.kirkburtonhealthcentre.nhs.uk) , or by email upon request.

### STAFF UPDATE

#### Happy Retirement – Dr Mike Wallwork

Dr Wallwork retired on 27 September, after 15 years at the practice. Dr Wallwork will be greatly missed by colleagues and patients past and present and we wish him a very happy, healthy retirement.

#### Appointments

GP Registrars Dr F Ahmed, Dr S Bzeu, Dr N Quaraishi and Dr S Dabhad have joined our team on a six-month Pennine GP training placement. We also welcome Dr Leannda Barrett, who will be with us until the end of November. A new receptionist, Joanne Tordoff, has been appointed.



#### FOCUS ON – The role of Senior Receptionist - Liz Brook and Emily Town

**Liz and Emily** have been in post as Senior Receptionists for more than 12 months. They lead a team of 6 receptionists and oversee the running of the reception at the practice – everything that comes into the practice by telephone and in person. With more than 9 years' experience between them, they have weekly meetings with clinicians and our Practice Manager to update on matters which have arisen during the week and make sure that they are aware of changes to policy and procedures within the Practice and NHS.

In addition to working in reception, both have a specialist area within their role. **Liz** specializes in the appointments system. Working closely with our GPs and clinical staff, the appointments rota needs careful planning. **Emily** deals with medical student placements. This involves liaising with GP's and preparing timetables. She also plays a key role in creating and updating practice protocols.

**Liz** and **Emily** describe their role as “challenging, yet equally rewarding.” They are both committed to providing the highest standard of care to all our patients, and welcome and invite patients to pop in at any time to discuss any matters they have.



## HELP PROTECT YOURSELF ASK ABOUT A VACCINATION HERE

**We have flu vaccine in stock for all at risk patients registered with our practice.**

Flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications. Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week.

However, flu can be more severe in certain people, such as:

- anyone aged 65 and over
- pregnant women
- children and adults with an underlying health condition (such as long-term heart or respiratory disease)
- children and adults with weakened immune systems

Anyone in these risk groups is more likely to develop potentially serious [complications of flu](#), such as [pneumonia](#) (a lung infection), so it's recommended that they have a flu vaccine every year to protect them.

The injected flu vaccine is offered free on the NHS annually to:

- adults over the age of 18 at risk of flu (including everyone aged 65 and over)
- pregnant women
- children aged six months to two years at risk of flu

### **Flu nasal spray vaccination**

The flu vaccine is routinely given on the NHS as an annual [nasal spray](#) to:

- children aged two and three plus children in reception class and school years one, two, three and four.
- children aged two to 17 years at a particular risk of flu

### **65 and overs and the flu jab**

You are eligible for the flu vaccine this year (2018-19) if you will be aged 65 and over on March 31 2019 – that is, you were born on or before March 31 1954. So, if you are currently 64 but will be 65 on March 31 2019, you do qualify.

**Please call the surgery on 01484 602040 to book your appointment. If you are unsure whether you are eligible for a flu jab please ring the receptionist at the surgery who will be happy to advise.**



## **CARERS COFFEE MORNING**

Our coffee mornings continue to be popular and participants comment how useful they are, both in the subject matter, and in the conversation they have with other carers.

## **GP PATIENT SURVEY**

NHS England published the findings of the 2018 Patient Survey in August. Our practice compared well to other practices within Greater Huddersfield and nationally in relation to telephone access, satisfaction with appointment times and time spent by health professionals during their most recent appointment.



Self-care Week is an annual national awareness week that focuses on establishing support for self-care across communities, families and generations. During the week, there will be a range of posters, screen messages and leaflets delivering self-care messages. In addition, our PPG will put together a self-care programme, to start in January on a wide range of topics.

## **PATIENT PARTICIPATION GROUP (PPG)**

Our Patient Participation Group (PPG) is a group of volunteers who works with the practice to represent the views of patients on the services and facilities provided.

We want to encourage more patients to join the group. No training is required to become a member. The most important thing is that you are keen and focused on assisting the Practice with new initiatives and ideas.

**For more information about the PPG, please visit the Patient Group page of our website or collect an introductory pack from reception.**

**The next PPG meeting will be held at 6pm on Wednesday 24 October 2018. The meeting is open to patients registered with the Practice.**