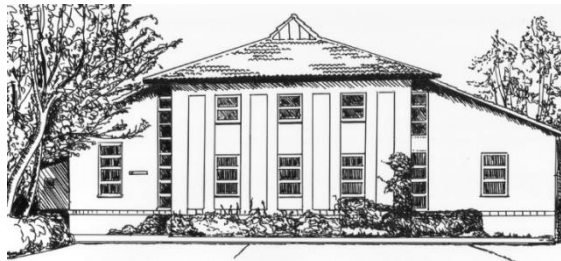


DR E V FEATHERSTONE  
DR A B MALONEY  
DR K J BADHAM  
DR K BEALE  
DR M DEGNAN  
DR C CHRISTIE  
DR H CLARKE  
DR M GOUGH  
DR Y OHLSSON



EASTFIELD HOUSE  
6 ST JOHNS ROAD  
NEWBURY  
BERKSHIRE  
RG14 7LW

TEL: (01635) 41495  
FAX: (01635) 522751

[www.eastfieldhousesurgery.co.uk](http://www.eastfieldhousesurgery.co.uk)

## Eastfield House Surgery Newsletter – Autumn 2019

### In this newsletter:

Flu Season, Staff Update, Patient Survey,  
Patient Participation Group, Social Prescribers,  
NHS App, Cancelling Your Appointment/DNAs



### Flu Season

With Winter fast approaching, the flu season will soon be here. If you are in one of these groups you are entitled to a free NHS flu jab:

- All children 2 and 3 years old on 31/8/19
- Those aged 6 months to under 65 years with a long term health condition
- Pregnant women
- Those aged 65 years and over
- Carers

So, if you haven't already had your flu jab, please contact reception to book an appointment.

### Staff Update

We are pleased to welcome our new Lead Nurse, Jacqui Plank, to the surgery. Jacqui has been working at the surgery as a bank nurse and has decided to join the nursing team on a permanent basis. Jacqui has many years of Practice Nursing experience and specialises in coils and implants.

Dr Miranda Gough will be returning from maternity leave the week commencing 4<sup>th</sup> November. Her usual working days will be Tuesday, Wednesday and Friday.

## **Patient Survey**

We will be running a patient survey over a two week period in November and should be grateful if patients would kindly complete the survey and return it to reception.

The results of the survey will be used to help us improve and make changes to the way the surgery is run.

The survey will also be available on the surgery website.

## **Patient Participation Group (PPG)**

Please come and join our Patient Participation Group for our next meeting on Monday 13<sup>th</sup> January 2020 at 6.30 pm to find out more about your surgery.

## **Social Prescribers**

As part of our Primary Care Network with Strawberry Hill Medical Centre and the Downland Practice in Chieveley, we have recruited two Social Prescribers who will share a full time role working across the three practices.

The role of a Social Prescriber is designed to support patients with a wide range of social, emotional and practical needs. An example of patients who may benefit from the input of the social prescribers are patients with mild to long term mental health problems, vulnerable patients, patients who are socially isolated and those frequently accessing primary or secondary care. The GPs will identify patients they think would benefit from the input of a Social Prescriber and, with the patient's permission, the GP will ask the Social Prescriber to contact the patient. We anticipate that our Social Prescribers will be available from mid-November.

## **NHS App**

Just a reminder that the new NHS App, which is available from the App store, allows patients to access the same services that are provided by our online access service, on your phone or tablet. If you do not currently have online access, please bring two forms of ID; one photo and one proof of current address into the surgery and our receptionists will give you an access code.

## **Cancelling Your Appointment/DNAs**

DNAs by month:	Aug 2019	168
	Sept 2019	212
	Oct 2019	251

**SO PLEASE, IF YOU DON'T NEED IT, CANCEL IT!**

**Surgery Car Park** - Please remember that the surgery CAR PARK IS CLOSED TO ALL PATIENTS BEFORE 4PM except those with a Blue Badge and those being dropped off or picked up by taxi. If you park in the car park without displaying a Blue Badge, you will be asked to move your car as you may be blocking a GP from going out on a visit or restricting access for an ambulance arriving to take someone to hospital.

**Please Don't Forget to Update Your Contact Details** - Please remember to let us know if you move, change your phone number or change your email address. It is important that we have your up to date details for when we need to contact you.

\* \* \* \* \*