

Darwin Patient  
Autumn  
Newsletter

Issue 20 — October 2024



## Autumn Edition 2024

*Welcome to the autumn edition of the practice newsletter, our aim is to keep you updated with what's happening in the practice and to let you know we are here for you and your loved ones in times of need.*

## Key dates for your diary!

Here at the surgery, we are committed to ensuring our Clinical and Administration Staff are kept updated with changes to protocols and learning. Each month for one Tuesday afternoon the surgery closes at 1pm and re-opens at 8am Wednesday to allow us to keep our team fully trained.

Please see below for up-and-coming pre planned staff training dates:

26-November 2024

10-December 2024

While the surgery is closed if you are suffering with a medical emergency, please call 999. Alternatively, if you need to contact a clinician with an urgent condition, that cannot wait until the surgery re-opens, please call 0345 123 5491 and speak to Vocare who can provide clinical triage over the phone.

## Chasetown Christmas Light Switch On

Our Chasetown Surgery will close at midday on the 28-November 2024 due to road closures for the Christmas Lights to be switched on.

# Introducing New Team Members

### **Salaried GP's**

Dr Pheobe Ajayi & Dr Michael Adeyekun

We welcomed Dr Adeyekun on the 23<sup>rd</sup> October  
&  
Dr Ajayi will join the practice on the 5<sup>th</sup> November

### **Operations Team Leaders**

Tammie Brookes & Alyson Brown

### **Business Support Administrators**

Josie Pember & Hayley Ward

### **Phlebotomists**

Lucy Toomey & Vicky Sandland



Health Care Assistant  
Kiera Matthews

Business Administrator  
Vicky Parkin



## RSV, Covid & Flu Vaccine Update



Patients who turn 75 and those age 75-79 will be eligible for a free vaccine to protect them from respiratory syncytial virus.

RSV is an infectious disease of the airways and lungs. RSV infection often causes symptoms similar to a cold, including cough, sore throat, sneezing, a runny or blocked nose.

A single dose of vaccine will help to boost protection as you reach an age group at highest risk of serious RSV infection. Unlike the flu vaccine, you do not need to have the RSV vaccine every year.

We will also be inviting patients aged 79-80 for their vaccine where required.

Eligible patients will receive a text with a booking link that you can use to book a suitable appointment. Alternatively, you can contact the surgery where one of our reception team will be happy to book you an appointment.

This is separate from the Flu and Covid vaccinations we are offering. It is recommended that the RSV vaccine is not received in the 2 weeks before or after the Flu or Covid vaccinations.

### Call back option on the phones

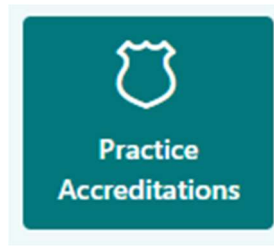
When you call the practice, you will be given the option to receive a call back rather than waiting in the call queue. Please make sure you listen to the options carefully.

To request a call back **Press 5**

The call back service will confirm the telephone number you are calling from, if you would like the call back to go to a different number **Press 1**

To cancel the call back, press star \*

To proceed and request the call back, press **Hash #**



We are proud to have the following Accreditations

Safe Surgery

We commit to treating all patients equally and will support those in vulnerable situations.

Armed Forces veteran friendly.

Pride in Practice

The practice is committed to ensuring that all patients are treated equally and without prejudice.

### **Friends & Family Test (FFT)**



The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving NHS care or treatment. There are several ways you can submit your feedback, follow the friends and family link on our website, Darwin Medical Practice, via [www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily) or by simply filling out a Friends and Family Test card that can be found in the foyer or reception at each of our branches.

# Reminders

## Keeping your GP Appointment



We understand that things change but would ask that if you no longer require your GP appointment, please cancel it either by using the link sent with the appointment reminder, or by calling the practice.

Just so you know between the 1-January and 30-September 2024.

1010 patients

Who took time to book an appointment did not attend or cancel their appointment.

96 of those patients

have previously not attended appointments.

The impact of patients not turning up for pre-booked appointment is increased wait times for routine appointments, as well as the financial impact missed appointments has on the NHS.

If you no longer need your appointment, please cancel it.

# Download the NHS App

The NHS App offers patients several services that can be accessed via a mobile phone, computer, or tablet. The app can be downloaded via the below link. <https://www.nhs.uk/nhs-app>

Patients can order repeat prescriptions, view appointments, get health advice, view your health record, register your organ donation decision, get advice about coronavirus, and get your NHS Covid Pass that can be viewed and downloaded for travelling abroad.

The benefits of using the NHS App are that we process requests received in this way much more quickly than email or paper requests and it is also safer.

How does it work?

- View your NHS Number
- Order repeat prescriptions
- Get health advice!
- Book appointments
- View your health record!
- Register to be an organ donor!
- Get your NHS Covid Pass

## Keeping in touch with your surgery

Darwin Medical Practice

Useful contact numbers:

Darwin Medical Practice – 01543 682654

Out of hours – 01543 412980 or 111

Email the surgery – [darwinmedical.practice@nhs.net](mailto:darwinmedical.practice@nhs.net)

Please visit our website at [www.darwinmedicalpractice.co.uk](http://www.darwinmedicalpractice.co.uk)

Follow us on:

[www.facebook.com/darwinmedicalpractice](http://www.facebook.com/darwinmedicalpractice)

[www.instagram.com/darwinmedicalpractice](http://www.instagram.com/darwinmedicalpractice)

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