

CHANGE OF NAME

The 'Walk-in Centre ' on London Road is now known as :

The NHS Urgent Care Centre

Seaton House, London Road, Nottingham NG2 4LA
Tel: 0115 883 8500

The Urgent Care Centre is open every day of the year including weekends and bank holidays between 7am and 9pm and you don't need an appointment, just walk in.

The Urgent Care Centre provides access to assessment and treatment if you need help with an **urgent health problem**.

'Virtual' Patient Participation Group

If you would like to stay in touch with the latest PPG discussions / events at the Keyworth Medical Practice, we would like to encourage you to register as a member of the virtual PPG.

This group is kept informed of latest news by means of regular email contact. An application form is available on the KMP web site.

The **Patient Participation Group** now have a Facebook page. We can post up to date information on this and let you know what health campaigns are coming up. Please take a look at our Facebook page and 'like' it.

<https://facebook.com/keyworthppg>



Keyworth Medical Practice website: www.keyworthmedicalpractice.co.uk

This newsletter has been produced by the Keyworth Patient Participation Group which meets at regular intervals to decide on ways of making a positive contribution to the services and facilities offered to the patients by the practice. If you wish to contact the PPG you can do so by leaving a message with the reception staff at the surgery or by emailing us on keyworthppg@mail.com



Patient Participation Group

NEWSLETTER October 2018

Flu Vaccinations 2018 / 2019

FLU DAY - Saturday 10th November

The Flu season is nearly upon us and we are keen to encourage all eligible patients to receive their 'free' flu vaccinations.

This year the vaccination programme is complicated by the availability of two different vaccines:-

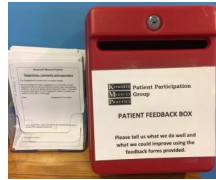
The vaccine for those aged 65 years or older is a trivalent vaccine with an additive to assist the immune system in older people. A different quadri-valent vaccine is available for the younger age group.

If you are eligible for 'free' flu vaccination, you should have already received a letter inviting you to our next 'Flu day' on **Saturday 10th November**.

For those unavailable on that date, the practice is holding daily Flu clinics between 1pm to 2pm—these appointments are bookable through reception.



Patient Feedback



Patient Survey 2018

This year's patient survey held between Monday 4th and 11th of June 2018, was completed by 315 patients—representing a good spread of age ranges within the practice.

The results of the survey highlights :

- 50% of patients book their appointments by telephone
- The majority (94%) of patients found the receptionists helpful
- Most (72%) patients prefer to see the same doctor even if this means waiting for up to two weeks for an appointment
- Most patients (93%) found telephone consultations useful
- Most patients are seen within 25 minutes of their appointment time
- Less than 20% of patients had used the extended hour service
- Less than half of patients surveyed had used the online booking system
- Overall, two thirds of patients (69%) rated the surgery as 'Good' to 'Very Good'

A summary of the full survey results are available on the KMP web site .

Missed Appointments

If you have booked an appointment but you are unable to attend or no longer need it:

please call (0115 937 3527) and cancel it !

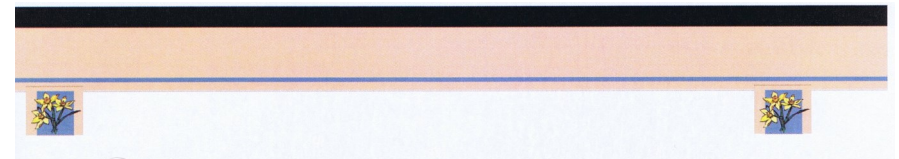


An Alzheimer's Society initiative

Five Key messages:-

- **Dementia is not a natural part of ageing**
- **Dementia is caused by diseases of the brain**
- **Dementia is not just about losing your memory**
- **It is possible to 'live well ' with dementia**
- **There is more to a person than the dementia**

To become a Dementia friend involves attending a short presentation (1 hour) and learning more about the disease. If you would like to become a **Dementia Friend** then please leave your contact details with reception, in an envelope marked 'Dementia Friends'.



Keyworth Self Help Bereavement Group

This self help group is for people struggling to cope with bereavement. Come and meet others who have been through the same experience.

The group meets between 10.30am to 12.00 noon, every last Tuesday of each month, in the Keyworth Health Care Centre, (ground floor).

If you have any questions or want more information please call:

Peter (0115 937 3773)