



DOWNLAND PRACTICE

Patient Info Sheet Issue No: 003 (September 2019)

Welcome to the Downland Practice patient info sheet. The aim of this is to act as a communication link to all of our patients registered at the practice and to inform you of any changes occurring. This edition will concentrate on the following issues:

1. Flu Season 2019/20
2. Downland Pharmacy Update
3. Practice Appointments

FLU SEASON 2019/20

The flu season is almost upon us, and again this year there will be three different types of flu vaccination. The type of flu vaccine given is age dependant; therefore clinics will be divided into sessions for patients aged under 18 years, 18-64 years, and 65+ years. It is important that you receive the correct vaccine for your age group. All eligible patients will receive an invitation either by text message or letter, and details regarding each clinic will be available on the practice website, www.downlandpractice.nhs.uk.

You should have the flu vaccination if you:

- are 65 years old or over
- are pregnant
- have certain medical conditions
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill

Frontline health and social care workers are also eligible to receive the flu vaccination. It is your employer's responsibility to arrange and pay for this vaccine.

Did you know that by having your NHS flu vaccination at the surgery, you are directly helping us to fund patient care?

We at the Downland Practice, like all other NHS practices, rely on funding from each flu vaccination given to help us maintain and improve services, and keep the practice running effectively. This means that flu vaccinations given elsewhere directly result in a loss of funding for the practice.



You will be given your flu vaccination at either our Chieveley or Compton site by a fully qualified member of our clinical team. Our clinicians are properly equipped for emergencies and unlike community pharmacies, will have access to your medical records.

Support your surgery by choosing to have your flu vaccination with us. If you are eligible for an NHS flu vaccination (please see above criteria) please call our medical reception team on 01635 248251 to book an appointment. Flu clinics will also be available to book online using Patient Access. When booking, please ensure that your appointment is in the correct clinic for your age group.

Both Chieveley and Compton surgeries will be running usual clinics alongside flu clinics. To ensure that unnecessary traffic does not restrict emergency vehicle access to and from the practices, during flu clinics the surgery car parks will be reserved for those with restricted mobility ONLY. If you live within walking distance of either site, please help to reduce traffic by arriving on foot, where possible. Those without restricted mobility attending Chieveley surgery by car during flu clinics should park at Chieveley Village Hall (a 2 minute walk from the practice).

Patients will be strongly encouraged to leave the surgery promptly after their flu vaccination to help us ensure patient safety, to reduce traffic, and to enable us to keep the clinics running smoothly.

Flu clinics will be running during the week, evenings, and on some Saturday mornings. Flu clinics are by appointment only. Patients will not be seen on a 'walk-in' basis. We have limited space at both sites so please do not arrive earlier than 5 minutes prior to your appointment time.

DOWNLAND PHARMACY UPDATE

The Downland Pharmacy is receiving some great feedback from a large number of our patients, we are still working to improve the service that you receive from the Downland Pharmacy.

If you are travelling abroad, our pharmacist, Sanjay, can check the latest recommendations for malaria prevention or vaccinations at your destination, and supply you with antimalarials, if needed. Our pharmacist can also supply a range of prescription-strength medicines to prevent a range of travel-related conditions including travel sickness, altitude sickness, and travellers' diarrhoea. He can also supply medication for conditions such as migraine, back pain and erectile dysfunction. Our accredited pharmacist will undertake a brief, private consultation with you prior to any supply and consent to share information with your GP may be required. Services are only available from an accredited pharmacist and services are subject to product availability. Terms, conditions and exclusions apply. You will be required to pay the retail cost of any medication supplied.

PRACTICE APPOINTMENTS

Please be punctual for your appointment at the practice. Patients that arrive late may be required to rebook their appointment at a later date. Please inform the practice if you are running late so our staff can make clinicians aware and aim to accommodate your appointment, where possible.