**WATERLOO MEDICAL CENTRE**

**PATIENT NEWSLETTER**

**SEPTEMBER 2024**

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| **Practice Survey**  Throughout August, we are conducted our own Surgery Survey, this is in addition to the friends and Family Test that we are contracted to complete each month.  We always value the opinion of our patients and would like to thank all those who took time to complete the survey, the results are as below:-  **PATIENT SATISFACTION SURVEY RESULTS – AUGUST 2024**  **30 Questionnaires were returned**   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **RATING** | | **EXCELLENT** | **VERY GOOD** | **GOOD** | **FAIR** | **POOR** | | Ability to get through to practice by telephone | | 7 | 11 | 6 | 2 | 2 | | Helpfulness of receptionists | | 14 | 9 | 5 | 1 | 1 | | Opening hours of the practice | | 10 | 10 | 8 | 2 | 0 | | Choice of appointment times | AM Surgery | 7 | 9 | 7 | 4 | 1 | | PM Surgery | 9 | 8 | 7 | 5 | 1 | | Waiting times upon arrival at surgery to be seen | | 8 | 7 | 9 | 1 | 0 | | Quality of care by doctor during consultation | | 13 | 7 | 5 | 2 | 0 | | Quality of care by nurse during consultation | | 17 | 10 | 0 | 1 | 0 | | Quality of services provided by the surgery | | 13 | 10 | 3 | 3 | 0 | | Accessibility of the practice | | 16 | 4 | 5 | 4 | 0 | |

DNA’s (Did not Attend)

During August, there were 88 patients who did not attend for their appointment, this totals to 1025 wasted appointments from January until the end of August.

Please ensure you cancel any appointment you are unable to attend in good time to allow other patients to be seen in your place.

**VACCINATIONS**

A syringe and a bottle of medicine

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It’s that time of year when the flu vaccination season is upon us – please note the important time frames:-

**Flu vaccinations**

**From 1st September** – we can vaccinate

* pre-school children, aged 2 or 3 years on 31st August 2024
* Pregnant ladies

**From 3rd October** – we can vaccinate those

* aged 65 and over
* aged 18 – 65 in clinical risk groups
* Carers
* Those in long-stay residential care homes

**Government guidance *will not* allow us to vaccinate any of the above group prior to the 3rd October**

**RSV (Respiratory Syncytial Virus) Vaccination**

This s a new vaccination to prevent serious respiratory conditions and can be given from 1st September to:-

* Adults turning 75 years of age on or after 1st September
* Patients aged 75-79 years of age
* Pregnant ladies after 28weeks until birth (to protect the baby from bronchiolitis)

This vaccine can be given at the same time as the Shingles and/or Pneumococcal vaccine, but not at the same time as the flu vaccine unfortunately.

If you are eligible for the above, we will be sending out text messages to remind you to book an appointment. (Please ensure we have your up-to-date contact details.

If you are not too sure if you are eligible or should have the vaccine, please speak to one of our Health Care Professionals for further information and advice

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