



PATIENT AND CARERS NEWSLETTER

Clevelands Medical Centre has recently taken steps to become actively involved in research studies and trials. It is our hope that by doing so we will be able to offer the opportunity for some of our patients to benefit from new and promising therapies. Our involvement in studies is currently limited but we hope to build this up over the next year or two. As a result, you may receive recruitment material by post, sms or email from us if you meet the criteria for the studies we are currently recruiting for. You may also begin to see posters around the practice to raise awareness. Dr E Fitzgerald – GP Partner



Hints and Tips

The NHS APP

Using the APP means you can do the following:

See Test Results

See your medical record

Order repeat medications and see the status of your order

Cancel Appointments

Hospital Referral Status

Hospital Appointments – your booking once the referral is accepted, this service is increasing by department

Notifications and appointment reminders.

You Asked We Replied

Q: Please can we have magazines in the waiting areas?

A: Unfortunately, not – Due to guidance from the NHS Infection Control Team. It is something that we cannot accommodate. Likewise, the same rule applies for children's toys.

Q: Appointments outside of the normal hours.

A: The doctors already offer additional enhanced hours appointments early mornings and Saturdays, but they are limited, but you can also book these online.

Q: Can you provide more parking spaces.

A: Unfortunately, this is one we can't action, as there is no space to purchase.

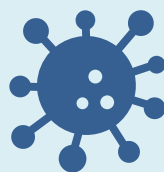
WINTER WELL

The NHS has a winter plan.

<https://www.onegloucestershire.net/hwp/campaigns-resources/campaigns/winter/>



Don't forget you can consult with a community pharmacist in the first instance for most winter ailments, and they can provide a lot of over-the-counter remedies to relieve your symptoms. Also don't forget that sometimes you need to be kind to yourself and rest.



Cases of Flu have been on increasing and this has been reflected by the number of admissions to hospitals. We still have patients who are eligible and have not yet had a free jab. We have vaccine in stock, and we have opened our 'hotseat' walk in service again.

Mon to Fri 10am to noon and 2pm to 4pm.

To be eligible you need to be 65 or older or have a long-term condition, if you are not sure – ask us.

Flu can be VERY serious.

Did not attend appointments.



In December we had **115 patients** who did not turn up or cancel their appointments. This included 21 F2F Appointments with a GP. These occurrences are logged into a patients record and are reviewed both by the practice team and must be reported back to the local NHS Authority.

In addition, **31 patients** did not attend their hospital appointments or cancel them. These occurrences are also recorded in a patients record, and the hospital policy is much stricter, in that they usual cancel your referral or ongoing treatment.

You can quickly cancel appointments via the NHS App or via our website. Ideally it is better by phone if you need to rearrange the appointment.