

# RECTORY MEADOW SURGERY

## MISSED

## APPOINTMENTS

Since July 2013 89 patients have failed to attend either a GP or a nursing appointment at the surgery. This equates to nearly 6 full surgeries.

It is very important that you let us know if you are unable to attend your appointment so that we may offer it to someone else.

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# Newsletter

ISSUE 10

OCT/NOV/DEC 2013

## Welcome



Welcome to the Autumn 2013 edition of our Newsletter.

'Flu vaccination season is upon us again. With the advent of the roll out of the flu vaccine to 2 & 3 year old children, we have focused again on why a flu vaccination is so important.

We also have a plea from the Friends of Rectory Meadow Surgery (FORMS) for new members and new members of the committee, on the retirement of Longstanding members.



## Rectory Meadow Patient Survey 2013

Would you like to have a say about the services provided at Rectory Meadow Surgery?

We would like to hear your views.

Following consultation with our Patient Group about our priorities for this coming year and the areas we should be focusing on in particular, we are currently running our annual patient survey.

You will find copies of the survey in the waiting room areas, as well as on reception. The survey is also available to complete online by logging on to our website at [www.rectorymeadowsurgery.co.uk](http://www.rectorymeadowsurgery.co.uk)

Click on the Patient Survey link on the home page to let us know your views.



The survey will remain open until the end of November, following which the results will be collated. We will then publicise the results in the surgery and on our website together with an action plan to take your views forward.



Sorry WE'RE  
CLOSED

## Staff Training

The surgery will be closed from 1pm for staff training on the following dates: -

- 9 October
- 20 November

Should you need a doctor urgently, and it cannot wait until the surgery is open again at 8.30am the following day, please call Bucks Urgent Care, our Out of Hours Provider, on 01296 850011.

Requests for repeat prescription, test results and other non-urgent matters should wait until we are open again the following morning.

Thank you

## Reception Bulletin Board



### Automated Check-in Screen

Whilst we are always happy to check you in for your appointment at the Reception desk, you may prefer to use the automated screen when we are busy, to save you waiting.

You will simply need to enter your gender and date of birth. When entering the day of the month, please note that there is a unique button for each day of the month, eg.24 has its own button, the system would not work if “2” and “4” were entered separately.

### Community Notice Board

We now have a Community Notice Board where we are happy to display notices relating to local events or local information, as long as they are non profit making.

Please ask at Reception if you wish to display a notice on our new board.

### Blood Pressure Machine

A reminder that we have a self-service, blood pressure machine for patient use in the private area next to the Reception desk.

Please ask at Reception if you require instructions and then pass the slip of paper back to Reception so that your reading can be checked by your doctor.

# FRIENDS OF RECTORY MEADOW



“FORMS” Members and other RMS Patients,  
this is an update regarding recent "FORMS" matters.

**Since October 2012, nearly £4,000 from “FORMS” funds has been spent on various improvements to our Surgery**

- ⇒ A contribution of £1,500 towards the cost of the new Seating in the waiting areas
  - ⇒ Funding the Play Area make-over
- ⇒ much of the cost of the new Reception ‘appointments printer’ equipment and software
  - ⇒ two new Clinical inspection lights for our Nurses
    - ⇒ a new wheelchair
- ⇒ new medical-standard fridge for the forthcoming shingles vaccinations.

*We need  
new  
volunteers  
and  
committee  
members to  
continue  
our  
valuable  
work*

**HOWEVER, WE NOW NEED NEW  
VOLUNTEERS TO HELP CONTINUE THE WORK OF  
“FORMS”**

**COULD YOU/YOUR FAMILY BECOME  
MEMBERS?**

**ONLY £3 = (per person, or household) p.a.**

Several long-serving Committee members - including both our Chairman and our Membership Secretary - are necessarily stepping down at next month’s AGM, for health reasons.

More might like to do so in the next year or two, without feeling they would be leaving the Committee/Organisation in disarray

**WE URGENTLY REQUIRE PROSPECTIVE NEW  
COMMITTEE MEMBERS TO ALSO COME FORWARD  
before our AGM on Wednesday 16<sup>th</sup> October ‘13.**

Please either **phone** Peter Flynn on 01494 433081, or **email** [amershamforms@virginmedia.com](mailto:amershamforms@virginmedia.com), for more details.

# 'Flu Season 2013

We are now booking our flu vaccinations for the coming winter season. This article, based on Department of Health guidance, explains how you can protect yourself against flu this coming winter and why it's very important that people who are at risk have their free seasonal flu vaccination every year.

## What is seasonal flu?

Seasonal flu occurs every year, usually in the winter. It's a highly infectious disease caused by a virus. The most likely viruses that will cause flu each year are identified in advance and vaccines are then produced that closely match them.

## How do I know when I've got Flu?

People sometimes think a bad cold is flu, but having flu is often much worse than a cold – you may need to stay in bed for a few days if you have flu. Flu symptoms hit you suddenly and severely. They usually include fever, chills, headaches and aching muscles, and you can often get a cough and sore throat at the same time. Because flu is caused by viruses and not bacteria, antibiotics won't treat it.

## What harm can Seasonal Flu do?

Some people are more susceptible to the effects of seasonal flu. For them it can increase the risk of developing more serious illnesses such as bronchitis and pneumonia, or

can make existing conditions worse. In the worst cases, seasonal flu can result in a stay in hospital, or even death.

## Am I at greater risk from the effects of seasonal flu?

Even if you feel healthy, you should definitely consider having the free seasonal flu vaccination if you have:

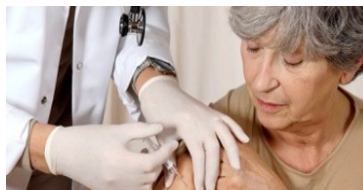
- a heart problem
- a chest complaint or breathing difficulties, including bronchitis or emphysema
- a kidney disease
- lowered immunity due to disease or treatment (such as steroid medication or cancer treatment)
- a liver disease
- had a stroke or a transient ischaemic attack (TIA)
- diabetes
- a neurological condition, for example multiple sclerosis (MS) or cerebral palsy
- a problem with your spleen, for example sickle cell disease, or you have had your spleen removed.

## Who else should consider having a seasonal flu vaccination?

You should have the seasonal flu vaccination if you:

- are aged 65 years or over;
- live in a residential or nursing home;
- are the main carer of an older or disabled person, or
- are pregnant (see the next section).

In addition, this year the vaccination is also



recommended to well 2 & 3 year old children. We have written to the parents of all eligible children in this age range.

## I am pregnant. Do I need a Flu Vaccination this Year?

Yes, all pregnant women at any stage of pregnancy should be offered the flu vaccine this year. Talk to your GP or midwife if you are unsure about having the vaccination.

## Is there anyone who shouldn't have the vaccination?

Almost everybody can have the vaccine, but you should not be vaccinated if you have had a serious allergy to the vaccine in the past, or if you have a serious allergy to hens' eggs.

## Will I get any side effects?

There are some fairly common but mild side effects. Some people get a slight temperature and aching muscles for a couple of days afterwards, and your arm may feel a bit sore where you were injected. Any other reactions are very rare.

## Will the seasonal flu vaccine protect me completely?

Most people who have the seasonal flu vaccination will not get seasonal flu. However, like any vaccine, it does not give 100% protection. Out of every 100 people who have the vaccine up to 80 may be protected. The rest may have some protection that will reduce the severity of their symptoms.

# Patient Wellbeing



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## Rectory Meadow Surgery

