

Telephone

Appointments System

We have received very positive feedback about our new telephone appointments system. Opening the surgery and taking calls and appointment bookings from 8am has helped to reduce queues and allow those working to get through to the surgery.

The system also now offers a call back option without losing your place in the queue if patients are unable to wait on the line, and if you have called from a mobile, sends you live update messages on where you are in the queue.



Making an Appointment

We are currently receiving a high number of appointment requests and have therefore had to introduce a waiting list for patients requiring a routine or non-urgent appointment. We will contact you as soon as an appointment becomes available, but please be aware your appointment date may be several weeks ahead. Urgent on the day appointments are still available. To help keep our waiting list to a minimum, please refer to the Pharmacy First section overleaf.

Missed Appointments

Last month 837 (94%) patients attended their appointments and 50 patients (6%) missed their appointments.

If you are unable to attend your appointment, please let the surgery know as soon as possible so it can be offered to someone else and help keep the waiting list down. Cancellation within 1hr of your appointment will still be considered a DNA due to difficulties filling the appointment at short notice.



The NHS Pharmacy First Service

The Pharmacy First service, which launched earlier this year, enables pharmacists to offer NHS consultations, treatment and advice, in private, for seven common conditions without needing a GP appointment. The service covers:

- Ear ache (for those aged 1 to 17)
- Impetigo (for those aged 1 year and over)
- Infected insect bites (for those aged 1 year and over)
- Shingles (for those aged 18 and over)
- Sinusitis (for those aged 12 and over)
- Sore throat (for those aged 5 and over)

- Uncomplicated urinary tract infections (UTI) for women aged 16-64

Patients can pop into their local pharmacy, often with no need for an appointment, and will be supplied an NHS appropriate prescription medicine if needed. Should the pharmacy team be unable to help, then you will be directed to another healthcare professional as appropriate.

Forest Pharmacy offers support with:

- Blood pressure.
- Smoking cessation.
- Ear wax removal.
- Contraception reviews
- Emergency contraception.
- Weight management.

**THINK PHARMACY
FIRST!**

HEALTH UPDATES

Covid-19 Vaccinations

The surgery held a successful Saturday morning covid clinic for patients over 75 years old at the end of April. Due to limited appointment capacity we would recommend that any patients aged 75 years and over as well as those over 6 months old that have a weakened immune system now wishing to have the vaccine, book via a pharmacy.

The COVID-19 vaccines are offered because viruses change and protection fades over time. It's important to top up your protection if you're eligible.

Sepsis Awareness Campaign

New posters are up in clinical areas and waiting rooms - more information on this from **The UK Sepsis Trust** here - [Campaigns - The UK Sepsis Trust](#) – do you know the signs of sepsis?

How to spot sepsis in adults:

- Slurred speech or confusion
- Extreme shivering or muscle pain
- Passing no urine (in a day)

- Severe breathlessness
- It feels like you're going to die
- Skin mottled or discoloured

A child may have sepsis if they:

- Are breathing very fast
- Have a 'fit' or convulsion
- Look mottled, bluish, or pale — on darker pigmented skin, colour changes may show on the inside of the forearms or palms
- Have a rash that does not fade when you press it
- Are very lethargic or difficult to wake
- Feel abnormally cold to touch

Call 111 or contact your GP if you are worried about an infection.

Call 999 or visit A&E if a child has one of the symptoms of sepsis and

Just Ask: Could it be Sepsis?

