

Your Doctors

HOLSWORTHY
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Dr. A. Moss

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Dr. S. Partridge

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OPENING TIMES

*8.30 to 6pm Monday to Friday.
Urgent line only between 5 & 6pm at
Holsworthy*

ADVANCED NOTICE of CLOSURE

Thursday 18th October from 12.30
onwards

OUT OF HOURS

For urgent advice and treatment:
call NHS 111 on 111 Call 999 in an
emergency. Chest pains and / or short-
ness of breath constitute an emergency.

MEET THE TEAM— *PATIENT SERVICE ADVISORS*

They are: *Dawn, Lyn, Rachel, Hilary, Sally, Bev, Lauren, Helen, Maxine, Janet, Shelley, & Pauline.*

Our role as Patient Service Advisors is to direct patients to the most appropriate person, either at the surgery or by suggesting outside providers who may be able to help you more appropriately such as Pharmacies, Family Planning Clinics, Depression and Anxiety Service etc. We aim to get all patients seen in the most reasonable time-frame according to their condition. In order to do this we ask each patient brief questions to establish the nature of the condition, and draw on our of knowledge, experience and training in order to help them. For most of our time the team answer phones and help at the front desk, keeping things running as smoothly as possible, but we are also responsible for registering new patients, checking emails, logging patient information and lots of other tasks that need attending to administratively in a busy practice - including directing traffic when the Air Ambulance is needed! It's a varied and at times quite stressful job but we wouldn't really want to do anything else!

FLU, SHINGLES & PNEUMO VACCINATIONS

Flu More flu clinics are planned for week commencing 19th November. Child Flu clinics are now available.

For all eligible patient's: - please call the surgery on 01409 253 692 to make an appointment if you have not done so already.

Please note: there is currently a national shortage of the flu vaccine for over 65s. We have enough to cover our booked clinics at the moment but please bear in mind this may change.



Shingles If you are aged 70 or 78 years old you eligible for the shingles

vaccine. It is safe to have the shingles vaccine at the same time as your flu jab.

Pneumococcal (pneumo) Adults aged 65 or over are eligible for the pneumo vaccine along with babies and children & adults with certain long-term health conditions. People over 65 only need a single pneumococcal vaccination, which will protect for life. It's not given annually like the flu jab. It is safe to have the pneumo vaccine at the same time as your flu jab.

Please note: there is a national shortage of the pneumo vaccine so you may have to wait until we are able to get them in stock.

To make an appointment for any vaccination please call the surgery.

HELP US HELP YOU

Across Holsworthy, Hatherleigh & Shebbear in September last month, a total of 367 patients did not attend their booked appointment. That is around 73 hours of wasted clinician time when they could be seeing other patients. If you cannot attend your appointment, PLEASE contact your surgery to cancel it. It means we can then offer your appointment to a patient that needs. Thank you!



Stoptober is the 28-day stop smoking campaign from Public Health England.

It offers a range of free support to help people on their quitting journey including an app, daily emails, Facebook Messenger and lots of encouragement from the Stoptober online community on Facebook.

In addition, people can get expert face-to-face advice from local stop smoking services. Those who use stop smoking aids and who get face-to-face support from their local stop smoking service are up to **four times** more likely to quit successfully.

Search Stoptober to get your free personal quit plan and get the app to track your progress, see how much you're saving and get daily support wherever you are.



FACTS ON *FLU*...

Flu is much worse than a heavy cold

A bad bout of flu is much worse than a heavy cold. Flu symptoms come on suddenly and sometimes severely. They include fever, chills, headaches and aching muscles, as well as a cough and sore throat and you're likely to spend 2 or 3 days in bed.

The flu vaccine can't give you flu

The injected flu vaccine given to adults contains inactivated flu viruses, so it can't give you flu. Your arm may feel a bit sore where you were injected, and some people get a slight temperature and aching muscles for a couple of days afterwards.

You need to have the flu vaccine every year *The viruses that cause flu can change every year, so you need a vaccination that matches the new viruses each year. The vaccine usually provides protection for the duration of that year's flu season.*



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