

News from Holbrook and Shotley Surgery

Flu days

Our second flu day at Shotley on 18th October was well attended but, unfortunately, we ran out of vaccines for those aged over 65. This was due to national supply issues and was beyond our control, however, we did communicate out that morning as we anticipated this and we booked 140 patients into our next flu clinic on 1st November to reserve them a vaccine. We predict that we will run out again at this clinic as we have only had a small interim delivery but there will be plenty of vaccines for our final flu day on 20th November at Holbrook. If you are able to wait, please come on 20th between 2.00pm and 6.30pm and we will be pleased to see you; no appointment is necessary. Thank you to all those who have been patient and understanding with us in the meantime.

Saturday morning surgery

The Saturday morning surgery at Holbrook will cease after the final session on 24th November due to staffing issues. The two hours that we would normally offer on a Saturday will be spread through the week and we will also be offering the services of GP+ in Riverside, Ipswich. This service is run by the Suffolk GP Federation and is well established with high satisfaction rates. All clinicians are local and conversant with the same referral pathways that we use in practice. A record of your consultation will be shown in your electronic record so our GPs are aware of the advice and treatment given. Appointments are available from 6.30 to 9.00pm on weekdays and from 9.00am to 9.00pm on weekends and bank holidays. Please contact our receptionists to book into these clinics and give authority to share your record.

Blood test results

Please remember to phone the surgery one week after having blood tests. This will give our GPs time to assess the results and decide on a course of treatment if this is needed. If results are very abnormal, we will contact you. Otherwise a message will be left with reception to pass on to you when you contact us.

GP and Staff Training

Our next training afternoon will be on **Thursday 15th November when** we have been given special dispensation from NHS England to close between 1.30 – 3.30pm so that we can do training with staff at Shotley. After 3.30pm we will be open as usual for reception or dispensary.

On Wednesday 12th December the practice will be open for patients to come in to collect/drop off prescriptions and book appointments/make enquiries at reception but there will be no clinical staff on site. On both dates our telephone lines will be switched over to the out of hours' service so please ring 111 for advice if your query cannot wait until the following day. In an emergency, dial 999.

Julia Smith
Practice Manager
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