

Western Elms & Circuit Lane Newsletter

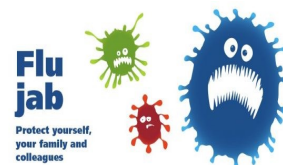
November 2021

Flu Season 2021

As the winter months move in very quickly, we would remind you that flu vaccines are readily available and we would urge you to get yours.

Our vaccination clinics will continue throughout

the coming months until we have vaccinated as many of our eligible patients as we can. You can also have your flu vaccine elsewhere within the community at your local pharmacy. To have it at the surgery, you will receive a text from us inviting you to book an appointment via online services or by contacting us. We will also be working with the patients who do not have a mobile phone attached to their records. Please remember wherever possible to update your records.



The COVID-19 Booster Vaccination

We continue to provide the Covid-19 booster vaccination and we will keep you informed as we receive further information.

Housebound Patients

We will give you a call very shortly to arrange a home visit to do both your flu and COVID booster at the same time. The District Nursing team have advised us they are ready to go with patients on their caseload so the Surgery will be calling the patients firstly who do not currently receive visits from the District Nurses.



**WESTERN ELMS & CIRCUIT
LANE SURGERIES**

Surgery Website

In the interest of patient safety and with the increased expectation that a response should be received immediately we have had to disable the ability to ask clinical questions outside of surgery hours

8.00am to 6.30pm Monday to Friday

If you need clinical advice outside of these hours please contact a pharmacist or 111

If you have a life threatening emergency call 999

Surgery Telephones

This week the chair of the Surgery PPG came in to watch the flow of calls and response times. We had raised our own concerns in the last couple of meetings based on feedback across local facebook sites and knowing that we receive approximately 150 calls from 8am-8.30 on a Monday morning. Please find below his response:

I recently made something of a surprise visit to Western Elms Surgery to see for myself the telephone traffic which is received at the Surgery on an average day.

During the two hours of the morning I was present there had been over 400 calls received and the four receptionists at Western Elms were constantly dealing with calls on the phones. The average time for calls to be answered was around 12 minutes.

I was informed it was an identical picture with another four staff at Circuit Lane.

The Surgery are undertaking face to face, phone, video and home visits by a mixture of doctors, nurses, pharmacists and paramedics and the lead duty doctor who triages the calls to decide the appropriate course of action.

Doctors surgeries have come in for a great deal of criticism during this epidemic but the fact remains they are seeing many more patients and all the staff are working under extreme pressure and should be receiving our full support.

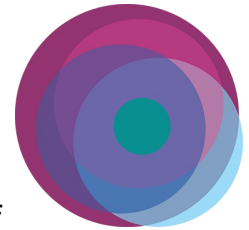
We have agreed a couple of changes which we hope will improve some areas. They will be reviewed.

November—Men’s Health Awareness Month Each year, Movember is responsible for thousands of moustaches on men’s faces in the UK and around the world. The aim of Movember is to raise vital funds and awareness for men’s health, specifically prostate cancer.



Trans Awareness Week, 13-19 November

provides the opportunity to raise the visibility of transgender people and address issues members of the community face.



Interfaith Week, 14-21 November

The aims of Inter Faith Week are to strengthen good inter faith relations at all levels. Increase awareness of the different and distinct faith communities in the UK and increase understanding between people of religious and non-religious beliefs.

Anti-Bullying Week, 15-19 November

Kindness is more important than it has ever been. The isolation of the last year has underlined how little acts of consideration can break down barriers and brighten the lives of the people around us. This is one of the reasons that ‘One Kind Word’ has been chosen as the theme of this year.



15-21 November, Self Care Week focuses on embedding support for self care across communities, families and generations.



Alcohol Awareness Week

Alcohol Awareness Week is a week of awareness-raising, campaigning for change, and more. It takes place from 15-21 November on the theme of Alcohol and relationships.

International Mens Day 19 November

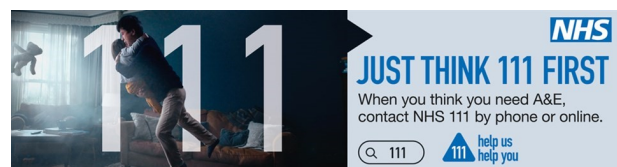
The three core themes are: making a positive difference to the wellbeing and lives of men and boys.; raising awareness for charities supporting men and boy’s wellbeing and promoting a positive conversation about men, manhood and masculinity.



18 November-18 December, Disability History Month is an annual event creating a platform to focus on the history of our struggle for equality and human rights.



Nhs ‘Help Us, Help You’ Campaign



The aim of the campaign is to encourage people to use NHS 111 online first when you have an urgent but not life-threatening medical need, rather than going straight to A&E. 111 online is a fast and convenient alternative to the 111 phone service and provides an option for people who want to access 111 digitally.