



Spring Newsletter 2023



Are You a Carer?

Do you look after or are you supporting anyone and are not paid for this?

Did you know that we can record that you are an unpaid carer on your medical record?

We can record the following information about you:

- If you care for or support a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support
- If you have a contingency plan in place for a situation when you cannot provide care. You might know this as an 'Emergency Plan', a 'Plan B', a 'Just in Case Plan', or something else.

We can remove this when you are no longer providing help and support.

Half day closures

The surgery will be closed on the following dates from **13:30pm** for training purposes. Please contact the **NHS 111** service should you require medical advice. Reception will remain open during these times for prescription collection only.

Thursday 20th April 2023
Wednesday 17th May 2023
Thursday 15th June 2023
Wednesday 12th July 2023
Thursday 10th August 2023
Thursday 7th September 2023
Wednesday 11th October 2023
Thursday 9th November 2023
Wednesday 6th December 2023
Thursday 8th February 2024
Wednesday 6th March 2024

Spring COVID Boosters

As of the **17th April 2023**, patients over the age of **75**, and patients aged between **5-75** who are immunosuppressed, are eligible for a further **COVID booster**.

COVID is more serious in older people and in people with certain underlying health conditions. For these reasons, people aged 75 years and over, those in care homes, and those aged 5 years and over with a weakened immune system are being offered a spring booster of COVID-19 vaccine. Clinics are being held at Ravenswood Medical Practice- Ask at reception for details



Update Your Contact Details

Please ensure you inform the practice if any of your contact details change. You can update your details via the website or at reception.

You can also let the surgery know of your preferred method of contact (e.g. by letter, email or SMS).

Shingles Vaccinations

You are eligible for the shingles vaccine if you are aged between 70 and 79.

The shingles vaccine is in place to reduce you symptoms of shingles which is a common but painful disease and is fatal for around 1 in 1,000 over 70s who develop it.

If you would like to have your shingles vaccine please contact reception to book an appointment.

Why We Charge For Some Services

Patients sometimes require services which fall outside of our NHS work, for example, letters to non NHS agencies (Housing, Solicitors etc.). We get hundreds of such requests every year, each of which requires time from the doctor, administrators and receptionists.

None of this work is reimbursed by the NHS and would be simply unviable to do free of charge. There are set fees for these services, so please ask at reception or visit the practice website for more information. We require payment before we do the work by cash or BACs.

Patient Experience Survey

As a practice we are always striving to improve the experience for our patients. As a result, we have recently published results of our Patient Experience Survey on our website to reflect the patient's experience of Ravenswood Medical Practice. A couple of questions that were asked were. "Overall, thinking about the reason you wanted care or advice, were your needs met? ", in which 133 out of 141 answered yes. Another question was, "Overall, how would you describe your experience of your GP practice on this occasion? ", to which 125 people out of 142 fairly good or very good.

Full results from the survey can be viewed from the homepage of our website at:

www.ravenswoodmedicalpractice.co.uk

**Please treat our staff
with the same respect you
would expect to receive.**



NO EXCUSE FOR ABUSE

Our staff should be able to come to work without fear of violence, abuse, harassment or discrimination from patients or their relatives.

We have a **zero tolerance** policy for these behaviours and we have the right to remove patients from our practice list and notify the police.



**Wasted medicine is
wasted money!**

STOP

BEFORE REORDERING

SEE

what medicines you already have

THINK

before you order repeat prescriptions

ORDER

only what you need

PROTECT

the NHS budget