



PARKSIDE SURGERY NEWSLETTER

DECEMBER 2023/JANUARY 2024

PRACTICE NEWS

LEAVERS



GP Registrars Salman Safaraz, Shahina Nizar Ahamad, and Olufemi Ogunlusi all finish their rotation with the practice in December. We wish them all the very best for the future.

JOINERS



We welcome the following GP Registrars who will stay with us for the next 4 months, Debie Cherian, Stanley Eferakeya, Sanaa Malik, James Wilcockson and Jones Momah.

TELEPHONE SYSTEM—NEW FEATURE 📞

We have now have a call back facility available on our telephone system – we hope that this will help if there is a queue on the telephone when you contact the surgery. Once you have reached the telephone queue you will be given an option of staying in the queue at your current position or remaining on the line as normal. If you choose callback the telephone system will remember where you are in the queue and call you back once it is your turn. If you miss the callback or your phone is engaged then you will need to ring us again.

APPOINTMENT ATTENDANCE

As we offer more of a mixture of face to face and telephone appointments we find that patient non-attendance is rising.

During October and November we have had 400 missed appointments with a member of our clinical team, this equated to 75 hours of appointment time being wasted.

When you make an appointment, please make a note of it yourself rather than relying on the text message to remind you. Please help us to offer a better service by cancelling any appointments you are unable to attend so

STAFF TRAINING - We will be closed from 1.30 pm on: **28 February & 20th March**

Please ring 111 if you need medical advice after 1.30pm

HEALTH AWARENESS FOR DECEMBER/JANUARY

Decembeard is an annual fundraising and awareness campaign that encourages individuals to grow beards during the **month of December** to support and raise funds for bowel cancer research and awareness. This timing allows participants to grow their beards during the holiday season and use family gatherings and social events as opportunities to spread awareness. This light-hearted yet impactful campaign empowers participants to embrace their facial hair and engage in conversations about a critical health issue. <https://www.bowelcanceruk.org.uk/support-us/fundraise/decembeard/>

National Grief Awareness Week is taking place **2 to 8 December 2023**. Grief affects people in different ways. If your partner, relative or friend has died, you may find it hard to cope with your emotions and the practical things you have to do. We have information and support to help. <https://www.thegoodgrieftrust.org/ngaw/>

Dry January is an annual health campaign that encourages people to abstain from alcohol for the entire month of January. It's a voluntary challenge that has gained popularity worldwide as individuals commit to starting the new year with a fresh, alcohol-free perspective. Dry January is not only about giving your liver a break but also about promoting overall well-being, mental clarity, and healthier lifestyle choices. <https://alcoholchange.org.uk/help-and-support/managing-your-drinking/dry-january>

Cervical Cancer Prevention Week is held from 22nd to 28th January 2024. Did you know that 1 in 3 women and people with a cervix do not take up their screening invite? Share the facts about cervical screening with your friends and family, encourage them to attend their appointment <https://www.jostrust.org.uk/>

Race Against Dementia Day is on 21st January and is a day dedicated to raising funds to help beat dementia. Everyone can get involved and accelerate change by joining the race. Unless a cure is found, 1 in 3 people born today will die with dementia. That is the equivalent of 127,000 babies born every day – so the goal for year 1 was to raise £1 for each of these babies. <https://www.raceagainstdementia.com/>

FLU JABS- We still have a limited amount of vaccine left, please contact the surgery if you are eligible for an NHS flu jab. <https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>



BANK HOLIDAY CLOSURES

We will close on **Fri 22.12.23** at 18.30 and reopen on **Weds 27.12.23** at 08.00 for the festive period.

We will also close on **Fri 29.12.23** at 18.30 and reopen on **Tues 2.1.24**

Please ring 111 for non-urgent medical attention during these times

PERSONAL DATA - Where we hold email addresses and mobile telephone numbers for patients we will only use them to send information regarding appointments, reviews or your medical conditions. If you decide that you do not wish to receive sms texts or emails from the practice please contact us and we will make the necessary amendments to your records.
