

Appointment update

We continue to work with a triage model for all requests to see a GP. Any patient who feels they need to consult with a GP will be spoken to on the telephone initially. If a patient needs a face to face consultation after speaking to a GP, the GP will arrange an appointment time for the patient to come to the surgery to be seen. Our clinical staff are also using accuRx which enables them to video call patients and for patients to send in images to the practice.

As announced in our last newsletter, we have been trialling an automated booking system. The system provides patients with an alternative option for booking a same day telephone appointment, checking or cancelling an existing appointment or requesting a repeat prescription. We are hopeful that this will improve access for patients who need to contact us for a same day telephone appointment but are unable to call at 8.00 am. A number of same day appointments are available to book between 6.00 am and 7.59 am Monday to Friday. Patients can access the automated system by pressing Option 1 on our telephone system. Patients using the system are advised to listen to instructions carefully and not to hang up until the system confirms that your appointment has been booked. During the call you will be asked to leave a short message for the clinician to explain the reason for the request. Please keep the message brief. Messages can only be retrieved for confirmed appointments. Therefore, if the system does not confirm that your appointment has been booked, your message cannot be accessed by our staff. Patients wishing to request their repeat prescription via the automated system will need to obtain a PIN number from Reception or Dispensary.

Patients may continue to book appointments with our reception team by selecting Option 2 on the telephone system. Once we are happy that the system is working correctly, we will look at expanding the automated booking system to provide an alternative option for the booking of other appointments (eg blood tests, Flu). We welcome feedback from patients who have used this system.

Wolvey surgery is open for dispensing services and our delivery service is now only in place for housebound patients. Sapcote and Sharnford Surgeries remain closed.

Flu and Covid Booster Vaccination

Flu vaccination clinics are by appointment this year. Saturday Flu clinics have now been completed. For those who are eligible, weekday appointments are available to book at Burbage Surgery either by telephone or online. Those who do not fall within the eligible categories for a free NHS vaccination will be able to buy a flu vaccine from their local participating pharmacy. Please see our website for further information on the flu vaccination programme and eligibility.

We are presently running Covid Booster clinics for patients who are eligible for their booster vaccine. We are using the Pfizer vaccine for booster doses. Patients will be notified by NHS England (either by text or letter) when they may book an appointment for their booster vaccination. Patients will be able to book an appointment online at a local vaccination site or at Burbage Surgery (dependent on vaccine availability). Please do not attend before your appointment time as social distancing measures have been put in place to prevent overcrowding

Staffing changes

Dr Muhammed Zeeshan has now joined the practice and will remain with us until December 2021. Sister Lara Lang joined our nursing team at the beginning of November.

Debbie Smith and Billie Smith have joined our reception team.

Tania Parsons and Tracey Morris have joined our admin team.

We would like to welcome all new staff to our surgery.

Housebound Patients

Patients who are unable to attend the surgery for their Covid/Flu vaccination will be vaccinated at home by a Pharmacy working on behalf of the Practice. This service is being arranged on our behalf by West Leicestershire Clinical Commissioning Group. Patients who are housebound should contact the surgery to ensure their name is added to our housebound list of patients. Patients will be contacted once arrangements are finalised.

Coronavirus update

Our surgery website is regularly updated to provide information to patients regarding latest advice regarding Coronavirus. Please also see www.gov.uk/coronavirus.

**Christmas/New Year
Opening
arrangements**

Burbage Surgery
will close at 4.00 pm on Christmas
Eve and New Year's Eve and will
be closed on
Monday 27th December 2021,
Tuesday 28th December 2021
and Monday 3rd January 2022.

Wolvey Surgery
will open 8.30 am to 12.30 am
on both Christmas Eve and New
Year's Eve and will also be closed
on Monday 27th December 2021,
Tuesday 28th December 2021
and Monday 3rd January 2022.

**We would like to take this
opportunity to wish all of our
patients a Merry Christmas and
a Happy New Year!**

YOUR P.P.G NEEDS YOU

The Burbage Surgery and the Patient Participation Group are looking for volunteers to join them. The purpose of the group is to represent the patients and liaise with the surgery regarding all relevant matters. We also raise funds, to supply benefits for the surgery such as, blood pressure monitors, high-rise seating and defibrillators. We meet on the first Tuesday of the month, so if you are a patient of Burbage Surgery and think you would be interested in joining us, please contact Tony Sheldon (Chair) on 07729-367763 or leave your details at the surgery reception.

**See something
Say something**

If you have any concerns about an adult being abused or neglected, including yourself, contact the Adult Social Care Service in the area you/they live:
Leicester – 0116 454 3004
Leicestershire – 0116 305 0000
Rutland – 01572 758 344
Police – 101 or in an emergency 999

National Safeguarding Adults Week 15th – 21st November 2021

Further information about safeguarding adults is available at www.leicester.gov.uk/lsab

**Did you know that no amount of
antibiotics can cure your cold?**

Colds, most coughs, sinusitis, ear infections often get better without antibiotics as your body can usually fight these infections on its own.



**KEEP
ANTIBIOTICS
SAFE FOR
THE FUTURE**

Ask your pharmacist for advice about your symptoms

**World Antimicrobial Awareness
Week 18th- 24th November 2021**