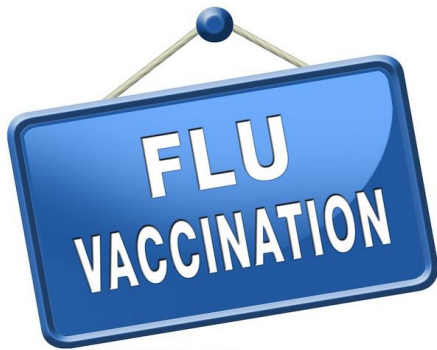


THE MULLION & CONSTANTINE

GROUP PRACTICE



'Flu vaccinations for our patients aged 65 and over

We apologise that as a Practice we have not been able to book 'flu vaccination appointments for all patients eligible in this particular age group. This is due to restrictions imposed by the manufacturer regarding supply and available.

We are doing our best to accommodate all those patients that have not yet had their vaccination. We have waiting lists at Mullion and Constantine surgeries, please ask to be added to one of these if you would like to hear about any future availability.

'Flu vaccinations for patients aged between 18 and 64

There is still availability for this vaccine. If you are eligible please call your surgery to book an appointment or to let us know that you would prefer not to have the vaccination this season. Thank you.

'Flu vaccinations for patients aged between 2 and 17

All those patients aged 2 and 3 on 1st September 2018 are eligible for the nasal influenza vaccine.

Those patients in school years Reception to year 5 will be offered the nasal vaccine in school.

Any patients aged between 4 and 17 that are either not included in the school years above or miss the vaccination at school AND are considered 'at risk' following NHS guidelines can also book to have a vaccination at the surgery.

To check eligibility, please visit the surgery website – www.mullionhealthcentre.co.uk

Text reminder service

If you would like appointment reminders sent to your mobile, please visit your surgery and complete a 'Text reminder service' registration form.



Your surgery now has WiFi

All four of our surgeries now have WiFi available for patient's use in the waiting rooms.

Mullion & Constantine surgeries - car parking

We have limited space for parking so would like to request that the surgery car parks are only used when visiting the surgeries.

A suggestion for Mullion patients is that some of our more mobile patients would consider parking in one of the car parks in the village and walking to the health centre. A few of our staff are intending to do the same.

Thank you.

Staff News

Receptionist Lisa Dark has left Mullion Surgery after a short time with us. She was offered her previous job back. We'll miss her here at Mullion.

We have two new Registrars, Dr Bethan Moore is based at Mullion and Dr Ash Stone at Constantine.

They will be with us until February 2019.



Missed Appointments

During the month of September **140 patients** did not attend their pre-booked appointment at the Mullion & Constantine Group Practice

This accounts for **over 26 hours** of appointments in one month!

If you are unable to attend your appointment for whatever reason, please try and cancel it.

This will mean that more appointments are available to other patients, so reducing waiting times for routine appointments for everyone.

You are able to do this by phoning up the surgery or online.

Organ donation

We would like to take this opportunity to mention the sensitive subject of organ donation.

We have all heard stories of how the kind gift of organ donation can save lives of adults and children and indeed there have been patients of ours who have received donated organs.

To join either pick up a form in reception or visit organdonation.nhs.uk/register-to-donate



Going abroad on holiday?

If you are planning a trip abroad, please come in and collect a travel vaccination form as soon as possible.

The Practice Nurse needs time to check what vaccinations you need against what you have already had. Also many vaccines need two weeks or more to work and may have to be ordered in.

We suggest that you come in at least a month before travelling.

Online Services

If you have not already done so, why not register for our online service for patients?

The system has 3 main services:

- ❖ Booking appointments
- ❖ Ordering repeat prescriptions
- ❖ Accessing your medical records

To register for this please ask for a form from reception and when completed return it in person along with some ID.

NHS England Patient Survey 2018

We are pleased to announce that The Practice has achieved **the best results in Cornwall** from the 2018 Patient Survey and **40th out of 7109 practices in England**. NHS England conducted a survey from patients in seven key areas, with the practice performing particularly well with regards to helpful receptionists (100%), treating patients with care & concern (98%).

This adds to our success with our CQC visit this year in which we were rated **outstanding**.

We are very proud of our results and thank the patients that had some input. We strive to be the best we can.