



All the staff at The Peninsula Practice would like to wish everyone a Merry Christmas and a Happy New Year. It has been a challenging year for us all & we hope the coming year will offer a respite from the difficulties we have all encountered. We also would like to thank you for your ongoing patience and tolerance & for many words & letters of support. They really make a big difference our morale.



STAFF TRAINING & BANK HOLIDAY CLOSURE DATES

The Surgery will be closed on

Friday 25.12.20
Monday 28.12.20
Friday 01.01.21

And closed for staff training from 13.00 on

Wednesday 02.12.20
Wednesday 10.02.21

And for a staff meeting between 14.00 & 16.00

Thursday 21.01.21

WHEN THE SURGERY IS CLOSED YOUR CALL WILL BE DIVERTED TO NHS 111

STAFF NEWS

We welcome:

Zoe Harding
Care Navigator

Liz Clifton
Practice Nurse

PRACTICE UPDATES

We appreciate that not all of our patients have internet access, but in the current rapidly changing climate our website & Facebook page are the most direct route for you to find up to date patient information.

If you are unable to access the internet please call the surgery if you have any queries on 01394 411641.

SURGERY SITE IMPROVEMENT

We've replaced the old doorbells and installed a Video Intercom System at our three main surgery sites, which now links the entrances to reception & dispensary at Alderton & Orford; and the entrance to reception at Aldeburgh.

The upgrade of all clinical rooms continues at Aldeburgh Surgery to bring them in line with infection control standards.

Our Care Navigators Are Here To Help You

We all know how frustrating it is to wait in a phone queue, especially if you have a health concern. We want to assure you that our Care Navigators are working extremely hard to manage your calls. Often a telephone call can be very complex and requires time for our Care Navigators properly to address the issues. In October our telephone audit revealed that **incoming calls were up by 8,000** and **outgoing calls up by 4,000**.

There may be occasions when we are not the correct service to deal with an issue, for example a housing problem. In this event our Care Navigators will endeavour to direct you to the relevant service, such as Citizens Advice or one of our Community Connectors.

We are proud to offer a warm welcome and strive to offer a great service. In return, we ask that everybody is polite and respectful to all our staff. If you do have a query or problem please contact Sarah Fiddes, who is our Patient Navigation Liaison Lead either by phone on 01394 411641 or via email at: iesccg.peninsula-practice@nhs.net.

Flu Clinic With Addition of 50 - 64 Year Olds

Saturday 12th December Alderton Surgery 08.30 - 17.00

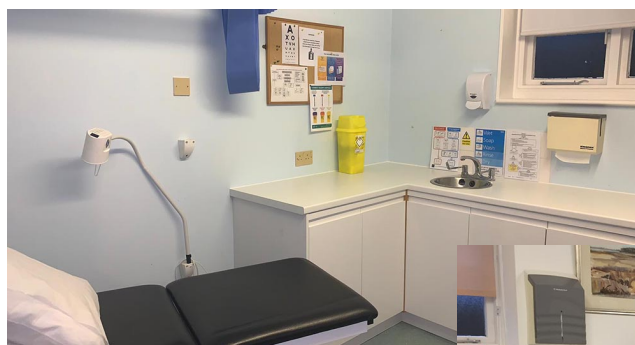
This clinic is for **PRE BOOKABLE APPOINTMENTS ONLY**; unfortunately we cannot accept walk-ins on the day. Please contact the surgery to book your appointment on 01394 411641.

Who is currently eligible for a Flu Vaccination?

- Anybody 50 years old and over.
- Anybody with a pre-existing health condition who has received a letter from the surgery.

50-64 year olds will be receiving a flu invitation letters from NHS England.

If further clinics are required we will post updated information on our website & Facebook page.



Newly Refurbished Clinic Rooms at Aldeburgh Surgery



SMS TEXT MESSAGE

Do you have a mobile phone & would like the practice to contact you via SMS text message? If so, please ensure we have your current mobile phone number plus your permission to contact you in this way. For more information please speak to our Care Navigators.

REPEAT PRESCRIPTIONS

Please order your repeat prescription on time and not earlier. We cannot issue more than 1 months supply of medication, as this will adversely impact on our stock.

GP+ APPOINTMENTS

Suffolk GP+ is for people who urgently need an appointment or are unable to see their GP during normal GP hours. Appointments can be made via the practice reception during our usual opening hours. GP + sites are located in Wickham Market, Leiston, Ipswich, Felixstowe & Stowmarket. You will receive a booked appointment & will be seen by a local GP or Nurse Practitioner who will have access to your medical records once you have given them your consent.

NEWSLETTER

If you would like to receive this newsletter by email, please sign up on the practice website news page:

www.thepeninsulapractice.co.uk/news

Appointments Patients Failed To Attend

During the months of July to October patients failed to attend 85 Nurse scheduled appointments which, equates to 21 hours.

Missed appointments breakdown for surgery sites:

Aldeburgh 48

Alderton 25

Orford 13

If you are unable to attend an appointment please remember to contact the surgery so that we can offer it to another patient.

First Contact Physiotherapy Service

Our Primary Care Network, Deben Health Group South recognised that for people suffering with musculoskeletal & joint issues, it is generally more clinically appropriate to be triaged & have a consultation with a physiotherapist, who is better qualified to treat these problems. They have therefore commissioned an on-the-day physiotherapy service.

The service has been set up in partnership with Allied Health Professionals (Suffolk). Initial triage appointments take place over the phone during a 20 minute slot between 9.30 - 17.30 Monday - Friday. Face-to-face consultations will be booked when clinically necessary and take place at Framfield House Surgery in Woodbridge.

Please contact our surgery to book an appointment with the First Contact Physiotherapy Service.



Liz Clifton New Practice Nurse

Hello my name is Liz & I have joined the Practice Nurse Team at The Peninsula Practice, working 3 days a week.

Having worked in General Practice for the past 7 years, I really enjoy the variety of skills that my job entails. I do have a special interest in Respiratory Care and Womens Health plus I find Wound Care and complex Travel Health fascinating.

Having previously worked at a large GP practice in Ipswich I look forward to feeling part of a smaller community and building rapport with my patients.



The Peninsula Practice

We are working hard to look after all our patients

From July to September 2020 we have:

● **17,832**

Received incoming telephone calls



● **5,382**

Telephone appointments



● **1802**

Face to Face appointments



● **1,468**

Blood Tests



● **20,248**

Prescriptions issued