We are pleased to announce that Victoria Park Health Centre is now open from 8:00-18:30 Monday to Friday. You can contact the surgery either by coming in, calling or booking online to arrange an appointment.

We would like to know how we can improve our service to you and how you perceive our surgery and staff.

To help us with this, we are setting up a virtual patient representation group so that you can have your say. We will ask the members of this representative group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received. We will contact you via email and meet up from time to time.

We aim to gather patients from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups.

If you are interested in joining the Patient Representation Group then please contact reception.

Many thanks in advance for your assistance.

The Victoria Park Health Centre Team

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you and sets out rules to make sure that this information is handled properly.

**Christmas Opening Hours**

Please see below the opening hours for the practice over the Christmas period. Please remember when the practice is not open and you have a medical emergency you can contact NHS 111, Healthcare Hubs, Walk-in Centres and A+E.

**Monday 24th December:** 08:00 – 16:00

**Tuesday 25th December:** CLOSED

**Wednesday 26th December:** CLOSED

**Thursday 27th December:** 08:00 – 18:30

**Friday 28th December:** 08:00 – 18:30

**Monday 31st December:** 08:00 – 16:00

**Tuesday 1st January:** CLOSED

**Wednesday 2nd January:** 08:00 – 18:30

**New Practice Staff**

As the practice continues to grow in size, we have appointed a new practice administrator. Her name is Maisha and will be starting with us from 19th November. We also have a new GP Registrar starting with us on 5th December. His name is Syed Naqvi and will be with us for 4 months.

We wish them all the best in their roles within Victoria Park Health Centre.
Flu Clinics

Flu clinics are now well under way with the nurses busy administering them. If you are entitled to a free flu jab and haven’t had any contact made from the practice as of yet please call reception on 0116 2151105 to get booked in.

Unsure if you are eligible? Please see the criteria below:

- 65 years old or over.
- Pregnant.
- Have certain long term medical conditions.
- Live in a long-stay residential care home/long-stay care facility.
- The main carer for an elderly or disabled person whose welfare may be at risk if you fall ill.
- Children aged 2 and 3 are eligible to have the nasal flu (Fluenz) at the GP practice. Children from reception to year 5 are to receive at school.
- Frontline health and social care workers are also eligible to receive the flu vaccine. However, it is your employer’s responsibility to arrange and pay for this vaccine to be carried out.

For any more information please visit www.nhs.uk/conditions/vaccinations/who-should-have-flu-vaccine/

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Prescription Collections

As of 1st January 2019 prescription requests will be processed over TWO working days.

<table>
<thead>
<tr>
<th>Requests received by 11am on</th>
<th>Prescription will be ready for collection on</th>
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<tbody>
<tr>
<td>Monday</td>
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Please see the updated prescribing section found on the prescriptions tab on the practice website for more information.

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Call and Recall

As a practice we are currently implementing a ‘call and recall’ system for patients who have long term conditions.

The aim is for all patients with one or more long term condition to be invited to the practice ONCE a year for a review which will include blood tests, physical monitoring and a medication review.

The idea behind this is to try and make it less inconvenient for patients in the longer term as care will be more synchronised.

If this applies to yourself, you will be contacted by letter, usually in the month of your birthday. However, upon discussion with the clinician when you come in, the annual review month can be changed or if you feel you have already had this done please speak to reception.

As with any new process, there have been a few teething problems which we are in the process of resolving and ask that you continue to bear with us.