

## 2020 Flu Clinics

The risk of catching flu and possible resulting complications are known to be higher for people who are:

- ⇒ 65 and over
- ⇒ Under 65yrs who have certain medical conditions

Children are also offered the flu vaccine, as are a pregnant women and carers.

All of these people are therefore urged to accept the free annual vaccination at any of our special clinics.

This year, all patients who are between 50-64 years will also be eligible for a flu vaccine. Please note however that people in the 50-64 year old age group will not be vaccinated until November and December, providing there is sufficient vaccine, and no appointments will be offered for this age group until then. This is to ensure that those who are most at risk are vaccinated first.

If you are eligible for the vaccine you will be sent a letter by the practice. **You MUST bring the letter with you when you attend the flu clinic as we need the special barcode on it to process your vaccination.**

The format of the clinics this year is different this year due to the Pandemic and distancing regulations. We will be operating walk-in and drive-through clinics with no appointment needed but on a time-slot basis. Please only attend the clinic which covers your age group as the vaccines are different for different age groups and the clinics have been arranged to coincide with the availability of the relevant vaccine.

**Please attend only during the times allocated to the first letter of your surname.** This is to allow us to maintain social distancing and avoid premises becoming overcrowded. Also, please do not arrive significantly before 9.30am at any clinic, as there is a preceding slot reserved for very high-risk 'shielders'.

**When you attend, please wear a mask or face covering all the time and wear a short-sleeved top underneath your jacket.** Please be patient on the day as some queuing will be inevitable due to the need to maintain social distancing of 2 metres.

If you are housebound and unable to attend any of these flu clinics please telephone the reception team at your surgery and they will make alternative arrangements for you to receive your flu vaccine.

If you are in the highest risk group for complications from Covid-19 and part of the population that was advised to 'shield' earlier in the year you will be sent a letter inviting you to special clinics that are only for highest risk patients. Whilst you are welcome to attend any of the age relevant clinics you should try to attend the early reserved time slot, while it is quieter and fewer patients will be in attendance. Your letter will tell you when those clinics are. Remember to bring the letter with you! Please ring reception if you need any further information.

Children aged 2-3 years are vaccinated by the practice. All other children will be vaccinated in school. This year we are operating the children's clinic as a booked appointments clinic rather than a drop-in clinic.

Please phone the surgery to book a specific appointment time. Details of extra children's clinics will become available around mid-September, as further vaccine supplies become available.

The full timetable for our flu clinics is shown on the next page.



# Annual Flu Vaccination Programme 2020

## CLINICS/TIME SLOTS FOR OVER 65s

DATE	TIME	SURNAME	AGE GROUP	VENUE
Friday 18 <sup>th</sup> September 2020  Walk-in Clinic	09:30 - 11:00	A - D	Over 65s Only	Pilsley Village Hall, Pear Tree Road, Pilsley S45 8HU
	11:00 - 12:30	E - J	Over 65s Only	
	13:00 - 14:30	K - R	Over 65s Only	
	14:30 - 16:30	S - Z	Over 65s Only	
Saturday 19 <sup>th</sup> September 2020  Walk-in Clinic	09:30 - 11:00	S - Z	Over 65s Only	Staffa Health, Tibshelf Surgery, 3 Waverley Street DE55 5PS
	11:00 - 12:30	K - R	Over 65s Only	
	13:00 - 14:30	E - J	Over 65s Only	
	14:30 - 16:30	A - D	Over 65s Only	
Wednesday 23 <sup>rd</sup> Sep- tember 2020  Walk-in Clinic	9:30 - 10:30	A - G	Over 65s Only	St. Albans Centre, Heath Road, Holmewood S42 5RB
	10:30 - 11:30	H - P	Over 65s Only	
	11:30 - 12:30	Q - Z	Over 65s Only	
Thursday 24 <sup>th</sup> Septem- ber 2020  Walk-in Clinic	09:30 - 11:30	S - Z	Over 65s Only	Sports Pavilion, Behind the surgery, Birkinstyle Lane, Stonebroom DE55 6PS
	11:30 - 12:30	K - R	Over 65s Only	
	12:30 - 13:30	E - J	Over 65s Only	
	13:30 - 14:30	A - D	Over 65s Only	

## CLINICS/TIME SLOTS FOR UNDER 65s WITH PRE-EXISTING MEDICAL CONDITIONS

DATE	TIME	SURNAME	AGE GROUP	VENUE
Saturday 10 <sup>th</sup> October 2020  DRIVE THROUGH (in a car only, no pedestrians)	09:00 - 10:00	A - G	Under 65s Only	Tibshelf Community School Car Park, Doe Hill Lane, Tibshelf DE55 5LZ
	10:00 - 11:00	H - P	Under 65s Only	
	11:00 - 12:30	Q - Z	Under 65s Only	
Wednesday 21 <sup>st</sup> October 2020  Walk-in Clinic	09:30 - 11:00	S - Z	Under 65s Only	Pilsley Village Hall, Pear Tree Road, Pilsley S45 8HU
	11:00 - 12:30	K - R	Under 65s Only	
	13:00 - 14:30	E - J	Under 65s Only	
	14:30 - 16:30	A - D	Under 65s Only	
Wednesday 4 <sup>th</sup> November 2020  Walk-in Clinic	9:30 - 10:30	A - G	Under 65s Only	Sports Pavilion, Behind the sur- gery, Birkinstyle Lane, Stonebroom DE55 6PS
	10:30 - 11:30	H - P	Under 65s Only	
	11:30 - 12:30	Q - Z	Under 65s Only	
Wednesday 18 <sup>th</sup> November 2020  Walk-in Clinic	9:30 - 10:30	A - G	Under 65s Only	St. Albans Cen- tre, Heath Road, Holmewood S42 5RB
	10:30 - 11:30	H - P	Under 65s Only	
	11:30 - 12:30	Q - Z	Under 65s Only	

# Summer 2020 GP Survey Results

GP PATIENT SURVEY

STAFFA  
HEALTH

NHS  
England

## Summer 2020 Results

306  
Surveys sent out

117  
Surveys sent back

38%  
Completion rate

	Question/statement	National Average	Staffa 2020	Staffa 2019	↑ or ↓
<b>Reception</b>					
	Find it easy to get through to this surgery by phone	65%	91%	87%	↑
	Find the receptionists at this surgery helpful	89%	97%	97%	→
	Usually get to see or speak to their preferred GP	45%	36%	47%	↓ (11%)
	Offered a choice of appointment when they last tried to make a general practice appointment	60%	74%	77%	↓
	Were satisfied with the type of appointment they were offered	73%	78%	88%	↓ (10%)
	Would describe their experience of making an appointment as good	65%	79%	86%	↓
	Satisfied with the general practice appointment times available	63%	76%	80%	↓
	Took the appointment they were offered	93%	98%	99%	↓
<b>Healthcare Professionals</b>					
	The last healthcare professional they saw or spoke to was good at giving them enough time	86%	93%	94%	↑
	The last healthcare professional they saw or spoke to was good at listening to them	88%	96%	96%	→
	Waited 15 minutes or less after their appointment time to be seen at their last general practice	70%	75%	76%	↓
	Had confidence and trust in the last healthcare professional they spoke to	95%	98%	100%	↓
	Were involved as much as they wanted to be in decisions about their care and treatment	93%	99%	97%	↑
	The last healthcare professional they saw or spoke to was good at treating them with care and concern	87%	90%	97%	↓
	Felt the healthcare professional recognised or understood any mental health needs during their last appointment	95%	98%	99%	↓
	Felt their needs were met during their last general practice appointment	94%	98%	99%	↓
	Said they have had enough support from local services or organisations in the last 12 months to help	77%	87%	91%	↓
<b>Overall</b>					
	Would describe their overall experience of this surgery as good.	82%	91%	89%	↑

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over two million people across the UK. The results show how people feel about their GP practice.

The questionnaire is sent to a random selection of people registered with a GP in England. If you do not receive a questionnaire through the post you will not be able to complete it online.

### Why does the survey matter?

- It's good for patients - patients have the chance to share their experience of their GP practice.
- It's good for practices - GP practices can use the results to improve patient experience.
- It's reliable - Sound data on every GP practice in the country is available on the website.

You can compare results from 2018 onwards for any GP practice. In 2018 the questionnaire was significantly redeveloped to reflect changes to primary care services in England as set out in the GP Forward View.

In addition, the 2018 questionnaires onwards have included 16-17 year olds in the randomised selection to improve the inclusivity of the survey. These changes mean that the majority of questions are not comparable with results from previous publications although these can still be viewed on the website.

You can find out more at:

<https://gp-patient.co.uk/practices-search>

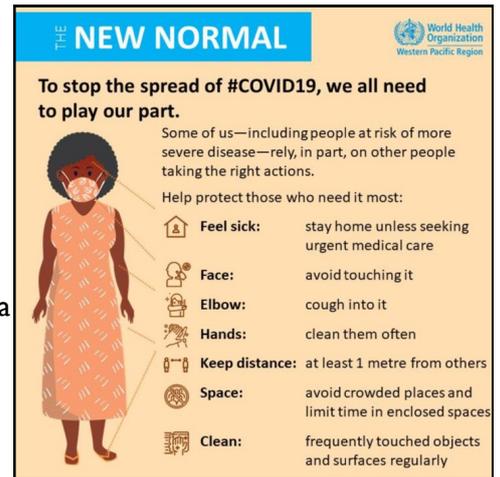


# Coronavirus

We are all adjusting to the 'new normal' in our lives due to the coronavirus pandemic. For GP surgeries this means operating a 'triage first' telephone based appointment system. If we feel you need to be seen we can bring you in for a face to face appointment with a GP or nurse. We would like to assure all patients that we are very much open for business and ready to help you if you have any health concerns.

If you need to attend the surgery please ring the bell by the door and our reception staff will let you in. All clinical staff are still wearing full PPE and any patients who are asked to attend the surgery in person are required to wear a face covering and use hand sanitiser.

Coronavirus is still out there and we all need to be mindful of this to help protect ourselves, our friends, our family and our communities by following the guidelines given.



## Services at Pilsley Surgery

We are very pleased to be able to resume some services at our Pilsley surgery following its closure due to the coronavirus pandemic. Currently we have a GP and Health Care Assistant at the Pilsley surgery on a Tuesday, Wednesday and Thursday morning. This means we are able to offer some GP appointments and blood tests from that site. As with all Staffa Health sites, no walk-in service is available. If you have an appointment booked at Pilsley please ring the bell by the door and a member of staff will speak to you.

## Trainee Doctors

At Staffa Health we are very proud to support several trainee schemes including Medical Students, Nursing Students, Foundation Year 2 Doctors and Speciality GP Registrars.

The coronavirus pandemic affected the usual trainee doctor rotations with many trainees on GP placements being drafted back into hospitals to help out or retained in their current placement. We were very fortunate to be able to keep all of our Foundation and Speciality GP Registrar trainees who remained with us for 8 months instead of their usual 4 month placement. They were invaluable in keeping in touch with our most vulnerable patients and providing support through these challenging times which were unprecedented in healthcare.

On 5th August all trainees were able to rotate into new placements which saw us take in 2 Foundation Doctors and 2 Speciality GP Registrars. The usual induction process had to be changed to accommodate social distancing and all trainees completed a personal risk assessment so that we could ensure they were in the best place for their own specific health needs.

New technology has been used whilst they were in their induction period which enabled them to observe consultations whilst remaining socially distant.

Training sessions are now held on a weekly basis via Zoom or Microsoft Teams and the picture on the right shows our new trainees enjoying their welcome session with Dr Paul Gadsden who is one of our GP Trainers.

From the top and left to right we are pleased to introduce: Dr Dominic Parker, Dr Sameen Kausar, Dr Saad Nizami, Dr Paul Gadsden and Dr Robert Dennes.

All have settled in well and we are enjoying having them as part of the team.



**Edited by Sharon Ingram, Training Administrator. For news, comments or feedback telephone:**

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**RE Cooper, P Gadsden, T Taylor, D Stinton and N Humes**