



On behalf of the Practice I would like to wish our patients a Happy and Healthy 2011.

I would also like to take this opportunity to update you on further changes in the services and how they are run at the Practice and give the reasons for them:-

APPOINTMENTS

You will recall that we informed our patients that those patients who were more than five minutes late would not be seen. Unfortunately there has been no improvement in the time-keeping of a number of patients which has affected the smooth running of the service that we wish to provide.

It has now been decided that if a patient is late for an appointment then they will be asked to re-book. As a patient reminded me, a plane or train will not wait. If an appointment is important then people should arrive in good time.

ZERO TOLERANCE – ABUSIVE BEHAVIOUR

We treat all our patients with respect and request that our staff are treated with respect also. Abusive or aggressive behaviour will not be tolerated.

I have informed my Team that in the future any patient displaying this sort of behaviour will be removed from the Practice List and have to make alternative arrangements.

CAR PARK

You will have noticed that patients that use our car park now will have to obtain permits for parking in it. This is because we have had a number of people either visiting the School or other areas of the village leaving their cars in our car park making it difficult for our patients attending appointments

Those cars not displaying a valid permit are likely to be clamped. Please ensure that you ask for a permit if you use our Car Park and give yourself adequate time prior to your appointment to obtain one.

FLU IMMUNISATION PROGRAMME

Every year we have an annual immunisation campaign which is restricted to people with long-term conditions, pregnant women and those over the age of 65. Usually we stock 450 vaccines which are not completely utilised.

This year we have had more people request the immunisation at a much later stage and consequently have no further stocks. This is a problem in most parts of England. We are trying hard to obtain further supplies but there is no guarantee as to when they will be available nor their quantities. There is no medical recommendation for children and adults who are fit and well to have the immunisation, although it can be obtained, privately on prescription or some local pharmacies if available.

Finally, I hope that you will try to set yourselves some 'goals' to further improve your health this year. Stopping smoking, losing weight and becoming more physically active are just some of the things that can improve your sense of well-being.

Dr. Karim Jan Mohamed
Practice Director

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