

# 2012 Flu Campaign



This years Flu Campaign is now in full swing. Yet again we will be using the highly popular walk in clinics at the Park Community Centre in Chelmsford Street on Friday 26th October and Wey Valley school on Saturday 27th October. There will be around 4,500 patients vaccinated from the surgery and that is no mean feat!

If you are away or cannot attend one of the clinics, please call the surgery and we will advise you of further mini clinics being held at the surgery. If you need a home visit please let us know and we will arrange for a nurse to visit you at home.

Remember if you are over 65, pregnant or suffer from a serious underlying condition such as Asthma, Diabetes or if your immune system is compromised you are eligible for a flu vaccine. If you are at all unsure just ask a member of the reception team.

**To make things a little smoother remember to bring your letter with you to the clinics signed and dated.**

Look forward to seeing you!

## Royal Crescent Surgery Newsletter

[www.royalcrescentsurgery.co.uk](http://www.royalcrescentsurgery.co.uk)

Autumn 2012

### SURGERY OPENING TIMES

Monday-Friday  
8.10am-6pm

#### Extended Hours for booked appointments only

Monday evening  
6.30 pm-7.40

Saturday Morning  
8.30-11.45

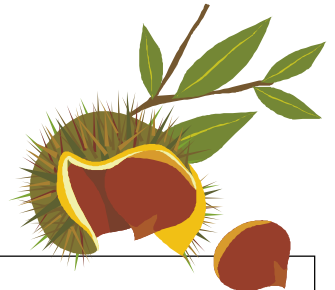
Help us to help you by book-  
ing your appointment in ad-  
vance where possible.

### Are You A Carer?

A carer is someone who without payment regularly helps a disabled, ill or frail relative, friend or neighbour.

If this is you please collect a carers registration form from reception, so that we can help and support you!

We have a dedicated carers lead to help and look after you whatever your needs or concerns, just contact Helen here at the surgery 774466.



### RCS CHARITY WORK

#### InterCare - Medical Aid for Africa

Thank you for bringing in your unwanted medicines to be sent via InterCare to Africa. We have since sent 5 very large boxes of medicines and dressings to InterCare. Please continue to bring in your unwanted medicines, unopened creams, sterile bandages etc to help this worthy charity.

#### BCR Global Textiles- Bring us Your Bras!

Bras are costly and difficult to manufacture. This results in a short supply of available affordable bras in developing countries. BCR is filling this need by carrying out innovative bra recycling in the UK. Please bring in your unwanted Bras and raise money for charity.

The Bra bank is situated in reception.



### Magazines and books

#### Thank you!

The Surgery would like to say a very big thank-you to everyone who regularly brings us magazines and books for our waiting rooms.

We are very pleased to be able to provide up to date magazines for patients to read while they are waiting. Please feel free to take the magazine away with you to finish reading. Our bookshelf is always stocked with up to date books for patients to take away. We are able to do this because of the generosity of our patients so please keep bringing in your magazines and books!

### Patient Reference Group

Royal Crescent Surgery established it's new Patient Reference group (PRG) in March 2012.

The group provides us with input to help shape the services we deliver.. The group are currently helping us to find out more about the patient experience of the mental health services offered locally.

The group are contacted via email (or post) and are invited to the surgery to attend meetings from time to time.

If you would like to join the group please contact Leanne Birch, Surgery Manager.

### CONGRATULATIONS

To Dr Marie Goddard

On the birth of her baby daughter

Sophie



# RCS Patient Satisfaction Survey Results July 2012

The Royal Crescent Surgery appeared on the **BBC One Show** on 23<sup>rd</sup> January 2012. The One Show carried out a survey on patients who were asked to rate their experience at the surgery in terms of stars. 1 being the lowest and 5 being the highest. Out of 20 patients surveyed, the Surgery were awarded four 4 stars and sixteen 5 stars.

This was a very pleasing result and we pledged to re-run the survey later in the year to assure ourselves that our quality of service remains high.

Patients of The Royal Crescent Surgery were asked to complete a brief satisfaction survey in July 2012 with pleasing results as shown.

The reception area has since been refurbished with a view to improving patient experience at the front desk and telephone answering.

88 %	Of patients were very satisfied with the receptionist who greeted them	
11 %	Of patients were satisfied with the receptionist who greeted them	
0	Patients were unhappy with the receptionist who greeted them	
88 %	Of patients were very satisfied with the clinician they saw	
8%	Of patients were satisfied with the clinician they saw	
1%	Of patients were unhappy with the clinician	
90 %	Of patients were very satisfied with the service overall	
9%	Of patients were satisfied with the service overall	
0	Patients were unhappy with the service overall	

Previous surveys have told us that our telephone answering could be improved and we are determined to show some improvement over the next 3-6 months. Another survey will be carried out early next year to find out if we have achieved our goals.

## Your Winter Survival Checklist

**Check your insulation:** you may be entitled to free cavity wall or loft insulation. Call **Dorset Energy Advice Centre** free on **0800 975 0166**

**Keep warm:** heat your living rooms between 18 C and 21 C and bedrooms around 18 C

**Wrap up well, especially outdoors:** wear a hat  
80% of heat loss from a clothed body is through the head. Remember a cold windy day chills much faster

**Get the right benefits:** make sure you are receiving all the benefits you are entitled to: Call the **Age UK advice line** free on 0800 169 65 65

**Keep yourself healthy:** stop smoking, drink less alcohol and more water, eat healthily and try to keep active. Look on [www.nhs.uk](http://www.nhs.uk)

**Avoid falls:** keep yourself safe both at home and outdoors. Take care in icy weather and use salt on icy steps and paths.

**Get extra support:** if you need extra help, think about personal alarm pendants so you can get support when you need it at home.

**Have a key contact list:** make sure you have a list of who to call if you need help and that others know who these contacts are

**NHS Direct 0845 46 47**

**Urgent out of hours Numbers:**

**Local GPs 0845 600 1013**

**Dentists 0845 701 0401**

**CITIZENS ADVICE BUREAU**



On Thursday afternoons, Karen Peach from C.A.B. joins us at the surgery. She can help with a wide range of problems including; Claiming Benefits, Debt, Consumer, Immigration, Employment, Housing, TAX, Law & Rights, Health & Discrimination. If you need help with any of these issues please make an appointment.

**The Royal Crescent Surgery welcomes the views of our patients.**

*If you have comments or suggestions on any aspect of the surgery please contact Leanne Birch, Surgery Manager*

Royal Crescent Surgery

25 Crescent Street

Weymouth Dorset DT4 7BY



## Contact Details



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