



Welcome to the final edition of the 2011 Newsletters.

This month.....

Flu sessions, staff changes and car parking

FLU SESSIONS:

As in previous years, we've run several "drop in" sessions on three Saturday mornings and some weekday evenings, and all patients who are eligible for a flu vaccination through the NHS have been sent letters inviting them to one of three of these "drop in" sessions.

This year we have run the sessions on a Saturday in September, October and November, and the evening sessions have been on a Tuesday in October and Wednesday in November.

We've not put on afternoon sessions during the week as in the past these have been poorly attended, so we decided to change the emphasis this year and concentrate on Saturday and weekday evening "drop in" sessions.

The queues that arose on the evening of October 18th were unfortunate, and as this Newsletter is written before the Wednesday evening November session, we have no idea of how busy or not that session will be.

Obviously, though, it is clear we cannot please all our patients all of the time, and all these issues will be taken into account when we review the 2011 flu campaign and plan for the 2012 campaign.

If any patients wish to discuss any issues around the flu campaign, and especially the patient who wrote to the local press as "name and address withheld", please contact me and I will happily discuss their concerns in greater detail

(pto)

STAFF CHANGES:

You may have already seen one new face amongst us, and that's **Lucy Rodgers**, our new Practice pharmacy advisor.

Lucy has taken over from Elaine Haythorne, who moved back to Scotland in the summer, and she will be working for us on Monday, Wednesday and Friday mornings.

She has been working for the PCT Medicines Management team, for some years and is vastly experienced in all aspects of prescribing, and as a fully qualified pharmacist, she is eminently capable of answering any prescribing queries you may have, without the need to ask one of the GP's.

So..... if you have any prescribing related queries, it's Lucy that you now need to ask for when you ring or call in.

Sue Dilks, our Assistant Practice Manager will be leaving us on 21st December. She isn't calling it retirement, but after over 20 years at Nethergreen Surgery she has decided that the time is now right time to pursue her other interests that have taken a back seat over the last few years. We wish her well for the future

So, there will be another new face shortly, as **Annie Stones** comes to the Practice to take over from Sue.

Annie is currently working as an Administrator in Community Physio, and prior to that she worked for several years as an Administrator/Receptionist at Rustlings Road Surgery. She's spent several years working with our current clinical system, and having worked at Rustlings Road surgery, she has a good knowledge of Primary Care.

Annie starts with us on December 12th

Finally, **Lucy Sayliss**, our youngest Receptionist, will be leaving us at the end of January to take up a place on a Nursing degree course. Although she's only been with us a couple of years she has quickly become an important member of our staff. We'll miss her contribution as well but she goes with our best wishes as she trains for the career that she has always wanted.

That means we'll be seeing a new face in the Reception team early in the New Year! as we'll be advertising for a new Receptionist to fill the gap Lucy leaves.

CAR PARKING:

If you do not possess a blue badge like the parking in our car park, regardless of the excuses the blue badge spaces.



one here, you should not be you can find to justify using

Richard West
Manager
November 11th 2011