

# QUAYSIDE PATIENT NEWSLETTER

## Issue Two - Autumn 2024

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### First Contact Practitioner

Our First Contact Practitioner (FCP) can be booked through our normal booking procedure (see below), Clare and Joshy are with Quayside on a Tuesday, Thursday and Friday.

Areas of support include: Soft tissue injuries, Arthritis, Muscle problems linked to tennis elbow, carpal tunnel & ankle sprains. They also look at Spinal pain and spinal related pain such as arms, legs and changes to walking.



### What are our contact details?

You can call us Monday to Friday 8.30am to 6pm to make an appointment on 01273 615000.

### Patient data for September 2024

- 3613 appointments were booked by our team, these were for GP's and nurses.
- 3478 patients attended their appointments booked.
- 1200 flu vaccines were given during our first Flu Clinic this year.

### Feedback quote of the month by one of our patients:

*" Dr Moore listened to me, he didn't ignore my suggestions. He always tries to help me. I was prescribed the medication and discussed my future health plan. The receptionist was also understanding and knowledgeable."*

### Upcoming Dates

Stoptober: October 2024

Flu Clinic: 19th October 2024

Cholesterol Month: October 2024

Breast Cancer Month: October 2024

World Menopause Day: 18th October 2024

Men's Health Month: November 2024

Self Care Week: 18th - 21st November 2024

## Autumn 2024 - continued

Our interview of the month is with: Hilary Gravenor, who is the Patient Services Lead

How long have you worked within your role Hilary? I have had this role since 2018.

Tell us two tasks that you carry out within your role: I deal with complaints/needs of the patients, I will try my hardest to help patients with their needs. I also format the reception staff rotas ensuring we have full staff cover each day for the telephones, front desk & prescriptions.

What do you enjoy about your job? I enjoy talking to patients about anything & everything. I also enjoy leading a superb reception team.

Tell us a frustrating part of your role Hilary: Not having enough appointments for everyone.

What part of our move to new premises are you looking the most forward to? A lot more space.

### Vaccines & Immunisations

Vaccines help protect you and your child from serious disease and prevent these from spreading, vaccines also undergo testing. Vaccines do not overload or weaken the immune system, they do not contain mercury or ingredients that cause harm, they also do not cause autism.

Vaccines teach your immune system how to create antibodies that protect you and once vaccinated you often have life long protection.

When are vaccinations expected for children and babies

8 weeks of age (Rotavirus & Men B)

12 weeks of age (Pneumococcal & Rotavirus)

16 weeks of age (MenB)

1 year of age (Hib/MenC, MMR, Pneumococcal & MenB)

3yrs, 4 months of age (MMR, 4 in 1 pre school booster)

### Staff Update

We are pleased to have Paulette Lyden join us as our new Business Manager.

Dr Smith, one of our GP's is now a GP Partner. Congratulations to him.

Dr Joanna Murray has recently given birth to a baby boy, congratulations to the family.

Lucy has joined our practice and will take the role of phlebotomist.

Ashley has recently joined us and will be part of our nursing team.

Joshy now has a clinic with us each Tuesday as our physiotherapist.