

## FLU CLINICS 2014

Are you over 65? or  
Do you have diabetes, heart disease, COPD, Coeliac disease or immunity problems?  
Or have you had a stroke? Or are you a carer?

The 2014 Flu Clinics will be held on:

Thursday 2<sup>nd</sup> October  
Tuesday 7<sup>th</sup> October  
Tuesday 14<sup>th</sup> October  
Saturday 18<sup>th</sup> October  
Tuesday 21<sup>st</sup> October  
Thursday 30<sup>th</sup> October

Please telephone on 444666 or visit the surgery to make an appointment in the 'flu clinic.  
The clinics are by appointment only.

*If you are over 65 and have never had a pneumonia vaccine you should have a pneumonia vaccination. Please tell reception when you book the appointment and the nurses can give you this during your 'flu appointment.*

***If you are aged 70, 78 or 79 you are entitled to a shingles vaccine. The clinic for these (are your flu vaccine) will be on 21<sup>st</sup> October. Please tell reception when you book.***

***The car park will be very busy – please car share, walk or take the bus if you can!***

### Thank You

We have raised £180 for  
The Children's Hospice South West  
We have raised £200 for the  
Cleft Palate Charity  
and now we are raising money for  
Dorset & Somerset air Ambulance

and all with your help in bringing in and  
buying the books in the Waiting Room

### Care Quality Commission

ALL GP practices must register and be regulated by the Care Quality Commission (CQC) from 1 April 2013.

We are confident that we meet all standards and work hard to ensure we provide a high quality and safe service and care to all our patients.

We are due a visit from the CQC within the next few months and we will keep you posted

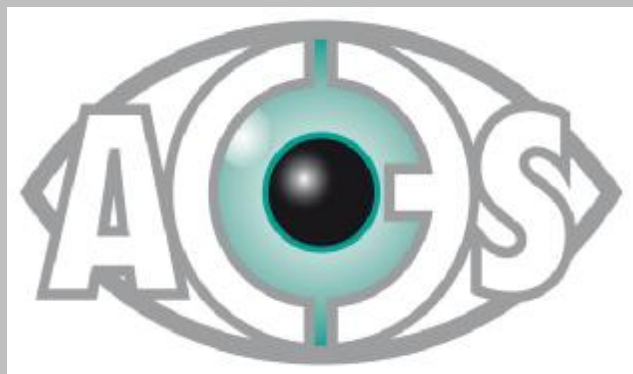
**Reception: 444666**

**Prescriptions: 446006**

[www.eastquaymedicalcentre.com](http://www.eastquaymedicalcentre.com)

**Onsite Opticians : 440440 Onsite Pharmacy: 423015 Onsite Dentist: 411141**

## Do you have a new Eye problem?



Red eye? Double vision? Painful eyes?  
Recent reduction in vision?

The Acute Community Eyecare Services  
(ACES)

is a new FREE eye service for people  
registered with a Somerset GP practice.

If you are suffering with a NEW eye  
problem East Quay Vision are  
participating in the scheme and can help.  
Please ask at reception for details

## GP – urgent or routine?

What are Urgent GP Appointments for?

These appointments are only for patients who have  
a serious sudden illness which needs to be  
dealt with urgently, this includes:

- New severe pain
- Severe bleeding
- Severe infections

It is important that these appointments are used  
appropriately to ensure we give the best  
quality of care to all our patients.

We ensure that all patients requesting an urgent  
appointment are seen that day but due to the  
nature of urgent problems, you may have to  
wait some time before the doctor can see you.

What can you do to help?

If you have a problem that could wait to be dealt  
with by your own doctor, please don't tell the  
receptionist that it is urgent - the doctor who  
sees you will probably recommend you  
to make an appointment with your own  
doctor.

### The 'Friends and Family' test at East Quay Medical Centre

The 'Friends and Family' test is being introduced in GP surgeries later this year. We are running a pilot now so we can make sure it works well.

We have had a particularly difficult year so far with serious illness within the team, many unplanned computer problems as well as a planned major computer upgrade in August.

However, we want to provide you with the best possible service and so would like you to think about your recent experiences of our service.

In the waiting room, and at front reception, there are sheets you can complete to help us. If you have time, please do complete it – it is quick!

It is an anonymous, single question and a follow up, optional question:

**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

In just a few words could you tell us why you chose this option?

Then pop it on the box!

How does it work?

We will then use the scores to calculate our 'Net promoter' score.

This is a standard formula that classes those who tick:

- 'extremely likely' as 'promoters'
- those who tick 'likely' as 'passives'
- those who tick 'neither likely or unlikely' or below are classed as 'detractors'.

We then take the number of 'promoters' deduct the number of 'detractors' to come up with a 'Net promoter score'.

We will publicise the score every month and use the feedback in designing and improving our services so we can do the best possible to offer you a responsive patient-focussed service within the resources we have.