

### Protect yourself and others against 'Flu

Doctors strongly urge patients at risk from seasonal flu to arrange a seasonal 'flu vaccination to avoid a seasonal 'flu epidemic this winter. A simple 'flu vaccine could avoid seasonal 'flu or at least lessen its severity. If you are in one of the at risk groups, you should have a vaccination this year. Please book yours as soon as possible as our uptake of 'flu vaccinations this year has been a lot lower than in previous years. Increasing the uptake of 'flu vaccinations, among these high-risk groups, should also contribute to easing winter pressure on GP services and hospital admissions.

### The 'Friends and Family' test

The 'Friends and Family' test is being introduced in GP surgeries at the end of the year. We are running a pilot now to see how this works 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. There are forms available at the reception desk for you to complete or there is an **i pod** available to submit your answers. This is located just inside the door to the main waiting room.

**Please complete a Friends & Family test whenever you visit the practice.**

#### 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' and those who tick 'likely' as 'passives' and finally, those who tick 'neither likely nor 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 publish the monthly scores in this newsletter.

#### Are you unhappy?

If you are unhappy with any aspect of our service, please do tell us as we can usually address your concerns to your satisfaction or at least explain why things have happened or are set-up the way they are. Please write to the Practice Manager, Rachel Stark or ask to speak to Marilyn, Sue, Chris or Rachel when you are in the practice.



**Reception: 444666**

**Prescriptions: 446006**

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

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

If you are going to need a **repeat prescription** over the **Christmas** period please ensure you order by:  
**Friday 12<sup>th</sup> December**



### Drink less alcohol, cut your cancer risk

Drinking alcohol increases the risk of cancer. Alcohol causes at least 9,000 cancer deaths in the UK each year and is linked to seven different types of cancer:

Throat Cancer Liver Cancer Breast Cancer-in women Mouth Cancer Laryngeal cancer Bowel Cancer

### How much can I drink safely?

Drinking small amounts of alcohol might have little effect on your risk of liver cancer, but a strong effect on mouth cancer risk. This makes it very difficult to recommend a single 'safe' level of drinking. The best advice for anyone who drinks regularly is that the more you can cut down on alcohol, the more you reduce your cancer risk. There is a limited risk if you only drink a little –such as one small drink a day for women or two small drinks a day for men-but the risk increases the more you drink.

### How many units are there in:

A pint of premium strength lager, cider or extra strength bitter-**3units**

A large double measure of spirit-**3 units**

A lager 250ml glass of wine-**3units**

A 175ml glass of wine-**2 units**

A 275ml bottle of alcopop-**1.5 units**



## Merry Christmas from all at East Quay Group

Rather than sending out Christmas cards this year we have made a donation of food to the Bridgwater Foodbank to help those in need in Bridgwater



### Receptionists are there to help you

Please remember receptionists have a very difficult job, they are here to help you.

Even though there may be times when the receptionist cannot provide your ideal solution, they are always doing their best to help you and your fellow patients get the best service possible.

### Did You Know?

We have Patient Information Leaflets on our services available in the Waiting Room  
Please help yourself