

Ainsdale Medical Centre

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CM Nugent, SH Burns, SC Foster, SK Bennett, EA Quinlan, RNA Wood, SE Aylward, TF Weindling

1st September 2017

Flu vaccinations

Dear patient,

The Department of Health has recommended that all persons in certain at-risk categories be offered a flu vaccination this year. Our records show that you are in one of these categories and we would like you to attend for a vaccination.

This year we are running two community flu clinics at the **Ainsdale Methodist Church** on Liverpool Road on **Wednesday 20th September** and **Wednesday 27th September**. You can attend either clinic at any time between **9:30am and 4:00pm**.

We will be scheduling further 'drop-in' style clinics at the surgery (including evening sessions up to 8pm to accommodate working people) and we will announce the dates and times of these after the Community Clinics have been completed. If we have your mobile phone number we will be able to send SMS messages advising you of upcoming clinic times.

We would ask that wherever possible you attend the daytime community flu clinics as these are specifically organised to enable us to treat high volumes of patients without impacting on the other services we provide to patients at the Practice.

More information about the flu vaccination can be obtained on the NHS Choices website.

Healthwatch Sefton and Ainsdale Community Care are staging a Health Fair in the main hall at the Methodist Church while our flu clinics are taking place. There will be a number of exhibitors offering information and advice about preventative health & healthy lifestyles.

Yours faithfully



Paul Ashby – Practice Manager (on behalf of Dr Nugent & Partners)

If you **do not** wish to have a flu vaccination please complete the section below and return this slip to the surgery. Alternatively you can ring the surgery on **01704 575133**.

Name: <<title>> <<firstname>> <<surname>>

Date of Birth: <<Date of Birth>>

Signed: Date:

Frequently Asked Questions

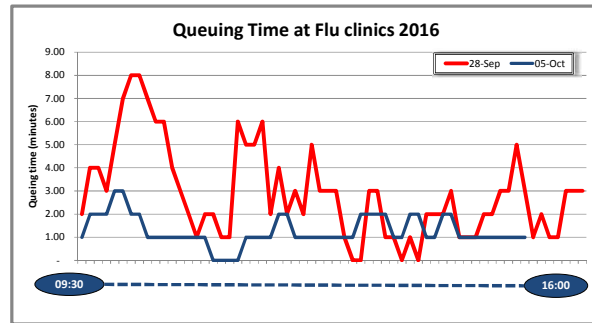
Can I have my vaccination at the surgery?

We have over 6000 patients who are eligible for the flu vaccination this year. We simply don't have the space to accommodate a large scale vaccination clinic at the surgery without severely impacting on the day-to-day running of the surgery. We really do invest a great deal of effort in making the community clinics run as smoothly as possible and the waiting times over the last few years have been very short. For this reason it is really important that as many of our eligible patients attend the community clinics as possible.

Will I have to wait a long time to be vaccinated?

For the last three years we have been using our 'golden ticket' system which allows us to time how long it takes patients between arrival at the clinic and their vaccination being completed.

We aim to make sure that no-one has to wait longer than 15 minutes to be seen and last year we comfortably exceeded that target.



I can't make any of the dates or times for the community clinics. What should I do?

Don't worry, we realise that people have busy lives.

We will schedule a range of alternative dates and times for the convenience of patients but we won't know exactly when they will be until we have completed the two major community clinics. If you let us know your mobile phone number we can send you SMS messages about the clinics. Otherwise the dates will be published on our website and on the surgery notice boards.

Can I be vaccinated at home?

The district nursing team no longer carry out flu vaccinations at home unless you are already under their care. Other housebound patients will be vaccinated by nursing staff from the surgery. For the reasons mentioned above we respectfully ask that you only call us to request a home vaccination if you genuinely cannot safely leave your home.

We take extra care at the community clinics to look out for frail patients in order that we can make sure they are well looked after.

Did Not Attends (D.N.A.s)

Each month an average of **160** appointments with our doctors and nurses are **WASTED** because the patient doesn't attend and doesn't let us know that they won't be coming. These appointment slots could have been given to other patients who needed them.

You can now cancel appointments by text message 24 hours a day if we have your mobile phone and can send you SMS reminders.

Please help us to eliminate this unnecessary waste of NHS resource.