



Now we are fast approaching yet another winter and flu season, this is a great chance to remind everyone who is eligible to call us now to make an appointment for your annual flu jab. We will be getting out delivery of vaccines in a few weeks and have already booked some flu clinics.

Flu is an unpredictable virus that can cause mild or unpleasant illness in most people. It can cause severe illness and even death among vulnerable groups including older people, pregnant women and people with an underlying health condition. If you are not sure if you are eligible give us a call. We are unable to provide private vaccinations.

By having your flu jab, you are not only helping yourself, but you are also helping to protect the overall population from this nasty virus from easily spreading to vulnerable people. Call 01206 250691 NOW to book it!

Helping yourself, other patients and the practice to get the most from your appointment:

Unless otherwise specified every appointment lasts for **10 minutes only** which is enough time to discuss one medical problem only.



If you have more than one problem to discuss, please ensure that you ask for a double appointment in order to have enough time.

Many medical issues can be dealt with by our nursing staff a lot quicker, so please tell our receptionists what you need your appointment for. This also helps to ensure that you see the right person who can also prepare better. If your reason is highly personal, tell the receptionist and they will not probe further.

- Clearly formulate in your own mind what you are worried about and highlight any particular concerns.
- Consider preparing short notes to help you remember what you want to say and exactly how long they have been experienced (days, weeks/ months, not “a while”!)
- Consider what is achievable in your one 10 minute appointment. Be realistic!
- Get to the point and don't save important issues to the end.
- Wear easily removed clothing. If you need to be examined, this will make the appointment much quicker for you and help prevent clinicians from running late.
- Make sure you fully understand any advice or steps you must take. If in doubt ask!

Patient Participation Group

This month the patient participation group will be meeting on Thursday September 21st at 6.30pm at the Great Bentley village hall for the first time since the summer break.

Richard P Miller
Practice Manager