

The Bosmere News – August Edition

It's time to book your flu jab appointment!

The practice has ordered flu vaccinations for all eligible patients. These will be available from late September.

Appointments are available to book online for our flu clinics, via the telephone or, provided we have an up to date mobile number, a direct booking link will be sent with your flu invite.



Support your practice whilst protecting your health by having your flu vaccine with us this season and keep an eye out for your invitation via text or post over the next few weeks.

Flu – Facts and Fiction

Vaccination remains the best protection against flu and complications of flu – take a look at some of the Facts and Fiction below!

Fiction: The flu jab gives you flu.

Fact: The flu jab cannot give you flu as it doesn't contain any live viruses.

Fiction: A healthy diet and Vitamin C with prevent flu.

Fact: Flu is a virus and can affect anyone, no matter how good your immune system is.

Fiction: The vaccine does not work, I still got flu!

Fact: Over the last 10 years, the vaccine has provided good coverage against flu and it is still the best way to fight flu this inter.

Fiction: I've never had flu so I'm not likely to get it.

Fact: The flu virus mutates so you need to be vaccinated yearly for protection.

Fiction: The vaccine is not safe.

Fact: The vaccine is well tested and has an excellent safety record.

Fiction: I'm not in an at risk group.

Fact: Anyone can get flu and pass it on to vulnerable groups – even with no symptoms.

The results are in - you spoke, we listened!

In our recent Friends and Family Survey, 89% of patients said they would recommend the Practice to friends or family who were needing similar care.

Whilst we are grateful for this result, we are working hard to resolve issues that some patients have stated they have experienced:

I can't get through on the phones.

We have had a new phone system installed. This offers a free of charge call back system so you no longer have to remain on hold waiting.

I can't get an appointment.

To cover the holiday season, we have managed to secure extra locum GP's to help us and we have doubled our Duty Nurses from 2 to 4.

We are also working on having e-consults open for longer to meet those needs that may not require a face to face appointment to resolve. These changes have greatly increased appointment availability for patients over the next few months.

I can't find what I need on the website.

We are currently in discussion with a new provider to design a user friendly website with easy access to self-help information and practice news. Watch out for this over the next few months.

Your feedback really helps to shape our Practice and allows us to improve things that help make us more accessible for everyone.

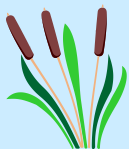
If you would like your comments to be included in the next survey, please visit

<https://www.bosmerepractice.co.uk/nhs-friends-and-family-test/> or pick up a form from Reception.

Weekly Statistics!

Last week we:

- Answered 1,721 telephone calls from external callers
- Dealt with 647 pathology results
- Received and filed 700 clinical letters
- Actioned 1200 repeat prescription requests



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Don't forget..!

Just a reminder to keep your mobile number updated with us. This will ensure you receive invites, communications from clinicians and any practice announcements as quickly as possible.



Don't forget, you can also check in for your appointment using the automated booking in screen! This saves time when you arrive at the Practice, and all you need is your name and date of birth!

DNA's (Did Not Attend)

Did you know each time an appointment is not attended, it costs the NHS a minimum of £60 per doctor's appointment and approximately £30 for a nurse appointment.



Below are the figures showing in total how many appointments were missed at Bosmere throughout May, June, July and earlier this month:

May: **133**

June: **164**

July: **130**

August (up to 08/08/2023): **43**

Total: **470** missed appointments over a 14 week period.

If you are unable to attend your appointment, we have a dedicated cancellation line. Please ring 02392 476 941 and press option 1 to cancel your appointment. This is an unmanned line and your message will be actioned.

UPCOMING PRACTICE CLOSURES

- Monday 28th August – Bank Holiday

TRAINING DATES

- Thursday 14th September (from 1pm)

DOCTOR'S CORNER

**Dr Dirk König – Partner
State Exam Medicine MD MRCGP DRCOG
DOccMed DFFP
1995 Berlin**

Special Interests: Occupational Health and Medical Research.

I went to Medical School in Berlin where I qualified as a doctor in 1995. In 1996 I moved to the UK where I completed my postgraduate training as a GP in 2002.



The Bosmere Medical Practice is part of the Wessex Clinical Research Network and I am the Research Lead at our practice. In addition, I also have a special interest in Occupational Health. I am married with two children and in my spare time I enjoy archery.

1. If you could be any animal what would you be and why?
A cat – all the fun without any of the responsibility!
2. What was your childhood dream career?
Marine Biologist or Detective...
3. What came first – the chicken or the egg?
The chicken.
4. Would you rather have feet for hands or hands for feet?
Hands for feet!
5. If you could have any superpower what would it be?
To be able to Time Travel.

Staff Changes

We are pleased to welcome two new Advanced Nurse Practitioners to our Practice Team, Emma T and Emma H!

Both Nurses are fully prescribing and will be able to help you with a variety of ailments including coughs, aches and pains, rashes, UTI's, earache, dizziness and skin complaints.

