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- Staff updates

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Want to register for organ and/or blood donations?

It is now very simple to self-register on the NHS Blood and Transport website www.nhsbt.nhs.uk

www.dukesavenuepractice.co.uk

Season's greetings to you all

The partners and staff wish all our patients a very merry Christmas and a happy and healthy New Year.

The NHS website <http://www.nhs.uk/livewell/Pages/Livewellhub.aspx> has some very useful tips for healthy living over this festive time.

We will be closed on the Bank Holidays and weekends, as usual and have a higher

Staff updates

We are continuing with the apprenticeship scheme, following Mila and Shannon's departures.

We are very happy to report that Mila has now started a degree in nursing and will continue to come back and help on reception when she is free. We now have Ezra and Damla who are with us for a year in the receptionist & administrator role.

Dr Niall Dove is with us for 3 months until early March on the GP returner scheme.

proportion of on-the-day booking the week of Christmas and the one after to enable urgent problems to be dealt with.



Abdul Nasir has been with us for the last couple of months as a volunteer health care assistant and notes summariser.

He is on placement with the London Metropolitan University, Refugee Assessment and Guidance Unit. He was a doctor in Afghanistan. He'll be giving a short talk about his experiences at our next Patient Participation Group Meeting on 20/1/16 7pm in our waiting room – all welcome.

Register for Patient Access Online

We are encouraging all our patients to sign up for this. It enables you to **view, book and cancel appointments online**.

Bring in a form of photographic ID to reception and they will give you a code to enable you to access the site to do this.

Through this site you are also able to **view, request and check the progress of requested prescriptions online**. You can also **view your medication and allergies**.

If you have a smart phone, the Patient Access app is free on the App Store and Google Play.

Give your feedback

If you would like to give some quick feedback on the service you receive from Dukes Avenue Practice, you can fill in a form in the waiting room or click on this link

<https://www.surveymonkey.co.uk/r/DukesAvenue>

We report back to NHS England every month.

Have a look at our online practice booklet here; www.practicebooklet.co.uk/dukes

Last call for a flu jab

It's not too late and it is important. Please book in if you are eligible and want a flu jab.

64% of our over 65's have now been vaccinated. Any more interested?

We're particularly keen on vaccinating those in the age range of 16-64 who are eligible to have their flu jab by being in an "at risk" category.

If you are not interested or have had it done elsewhere, let us know so we can update your records.

If you are unsure if you are eligible, please ask.

Do you have a child aged, 2, 3 or 4? They are also eligible for the nasal flu spray vaccination. Book in with a nurse.

What the duty doctor is for

If you are unable to get an appointment "on the day" **and your problem is urgent** then your details will be taken and you will be called back by the Duty Doctor that day. If the Duty Doctor feels that you need to be seen, **you will be seen that day**.

Ongoing issues are best dealt with by your **usual** doctor, particularly test results which require clinical interpretation which the requesting doctor is best able to explain.

It is also not appropriate to call the duty doctor because you have run out of medication: please sign up for electronic prescribing, which enables you to request medication more conveniently.