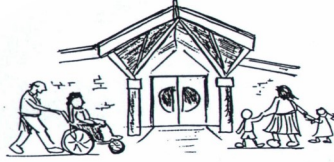


# MORTIMER MEDICAL PRACTICE NEWSLETTER

December 2023

Issue No. 61



Welcome to December's Newsletter. We have had a busy couple of months rolling out our Flu and Covid clinics. We would like to thank everyone for their kind words and motivations during these clinics.

Moving into the festive period we would like to wish all our patients and their families a safe and healthy Christmas and Happy New Year.

## Practice News

- \* We say goodbye to Emma, one of our receptionists who is embarking on a new career.
- \* Congratulations to Daisy who has passed her Business and Administration NVQ.

## 2023/24 Flu Vaccination Program

Don't get sick over Christmas. If you are over 65, clinically vulnerable, live in the same house as a clinically vulnerable person, or a Carer, book your flu Jab today.

Call reception to book



## Please do not be offended

Our Reception staff will always ask what your symptoms are, or why you need an appointment. They are not being nosy they are trying to establish the following:

- ♦ To ensure you are booked with the correct clinician.
- ♦ How long to book your appointment for.
- ♦ If the clinician needs to make any arrangements (equipment, assistance, reserve a certain room)
- ♦ If the clinician needs to do any research in advance. (Maybe you're coming back because the previous treatment didn't work)
- ♦ If it's likely we need something from you (urine, blood test etc). Especially if it's a follow up appointment.

**N.B. all conversations are treated confidentially**

## Can't Attend Your Appointment.

Please contact reception at your earliest opportunity if you cannot attend a booked appointment. In October we recorded **237** booked appointments that were not attended. This is equivalent to **9 clinics (4 1/2 days) lost** due to patients not coming in for appointments that had been booked.



## You may not always need antibiotics



Antibiotics are used to treat or prevent some types of bacterial infection. They kill bacteria or prevent them from reproducing and spreading.

Antibiotics **aren't effective** against viral infections. This includes the common cold, flu, most coughs and sore throats

### Physician Associates in General Practice

You may be offered an appointment with our Physician Associate (PA). Our PA is working in addition to the GPs. He can see many ailments which reception can assess based on your symptoms. Graduating from the PA course at the University of Birmingham Medical School and with over 12 years experience he supports with the high demand on daily appointments ensuring you are seen in a timely manner. He also support us with our chronic disease, holding diabetic clinics in Kingsland and Leintwardine each week.

Physician Associates are medically trained, generalist healthcare professionals, who work alongside doctors and provide medical care as an integral part of the multidisciplinary team. They are practitioners working with a dedicated medical supervisor, but are able to work autonomously with appropriate support.

### Surgery Closure

The surgeries and dispensaries will be closed on the afternoon of the **18th January 2024** from 12pm and re-open 8am(8:30 Branches). This is for essential training.

There will be a Receptionist available for urgent calls until 6pm and dial 111 as normal after 6pm.

For urgent on the day appointment call Kingsland Surgery Reception on 01568 708214

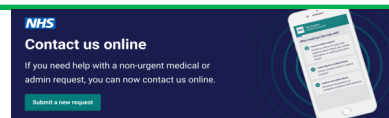
### No Excuse for Abuse

Verbal or physical abuse which includes, aggressive, offensive or disrespectful behavior will not be tolerated.

Anyone who abuses or threatens our staff or other patients will be asked to leave and the police called.



Speak to Reception for more information to access online help



### Bank Holiday Closures 2023/24

Christmas Bank Holiday 25 and 26 December 2023

New Years Day 01 January 2024

Easter 29 March– 01 April 2024

May Bank Holiday 06 May 24

May Bank Holiday 27 May 24

August Bank Holiday 26 August 24

Visit our website or join our Facebook group to receive up-to-date information about the practice and what is happening.

The Website is; [mortimer.gpsurgery.net](https://mortimer.gpsurgery.net) **Or** Search Facebook for 'Mortimer Medical Practice'