



THE PINES TIMES! ISSUE 16

NEWSLETTER



Northamptonshire Investors in
carers
for general practice 

The Pines Surgery has been awarded Northamptonshire Investors in Carers Bronze Award for our work towards recognising and supporting carers within our practice. If you are a carer please ask reception for a Carers pack

GP appointments are now available in your area during the evenings and at the weekend.

To book an appointment, contact your practice.

Your NHS, here for you.



GP appointment?
Can't make it? Don't need it?

CANCEL IT!



CHRISTMAS RAFFLE

50P A STRIP

OUR ANNUAL RAFFLE IS UNDERWAY!

THIS YEAR WE ARE RAISING FUNDS FOR:



LOTS OF HAMPERS TO BE WON!!

If you found it difficult to get an appointment with a GP in November then part of the reason was due to 269 appointments being wasted by patients who failed to turn up—in one month alone! This means we had 269 appointments that we could have offered to YOU! This is an issue that the Surgery is taking very seriously and we are looking at ways to reduce this. We need your help! If your symptoms improve or you no longer need your appointment please call the surgery to cancel.....Thank you.

Look after someone? Who looks after you?

If you look after a loved one, a friend or neighbour on a regular basis who is unable to manage on their own due to illness, disability, frailty, mental distress or impairment.

How do I know if I am a carer?

You are a carer if you give regular and substantial unpaid care and support to a relative or friend that enables them to continue to live in their own home. The person you care for can be of any age. You may or may not share a home with them.

Informing Your GP

It is important that you inform us, as a Practice. This will give your GP a greater understanding of your situation and needs. Also as a Carer you can receive **priority Annual Flu Vaccination** and flexible appointments.

We can also refer you to Northamptonshire Carers for an assessment which will determine what support and services are available to you to give you respite, financial assistance or social support for you. Please complete a form, available from Reception.



We have had a fantastic up-take on Flu vaccinations this year with over 2,000 patients so far receiving their vaccines

If you have not yet had your Flu vaccination please

BOOK YOUR FLU JAB TODAY

Sorry We're
CLOSED

PLEASE NOTE: WE ARE CLOSED FOR STAFF TRAINING FROM 12:30PM ON:

Wednesday 15th January 2020

If You Require Urgent Medical Assistance Whilst The Surgery Is Closed Please Call NHS 111

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

IN NOVEMBER

269

PATIENTS DID NOT ATTEND THEIR APPOINTMENT

This equates to 4072 Minutes of a Doctor or Nurses time that could have been spent helping other patients

IF YOU CANNOT ATTEND PLEASE LET US KNOW SO THAT WE MAY ALLOCATE THE APPOINTMENTS TO OTHER PATIENTS IN NEED. THANK YOU.



A&E or 999

Choking, chest pain
black outs, blood loss.

Walk-in-Centre

Cuts, bites, strains.

GP

Vomiting, ear pain,
painful cough.

Pharmacist

Upset stomach, runny nose,
headache.

NHS 111

Unwell? Unsure? Need Help?

Self Care

Hangover, grazed knee, sore
throat, cough.

CHANGE
STARTS HERE.
CAN WE COUNT YOU IN?

P.P.G

!!! DO YOU

MAKE A
CHANGE

WANT TO MAKE A CHANGE !!!

Come along and join our enthusiastic and committed group members and help and support us in improving our surgery services

Next meeting

28th January 2020

For more information please ask at reception