

Clifton House Medical Centre Newsletter Winter 2015/2016



What is Shingles?

A vaccine to prevent shingles, a common, painful skin disease is available on the NHS to certain people in their 70s.

The shingles vaccine is given as a single injection into the upper arm. Unlike the flu jab, you'll only need to have the vaccination once and you can have it at any time of the year.

The shingles vaccine is expected to reduce your risk of getting shingles. If you are unlucky enough to go on to have the disease, your symptoms may be milder and the illness shorter.

Shingles can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed. And shingles is fatal for around 1 in 1,000 over-70s who develop it.

It's fine to have the shingles vaccine if you've already had shingles. The shingles vaccine works very well in people who have had shingles before and it will boost your immunity against further shingles attacks.

Who can have the shingles vaccination?

The shingles vaccine is routinely available to people aged 70 and 78. You become eligible for the vaccine on the first day of September 2015 *after* you've turned 70 or 78 and remain so until the last day of August 2016.

In addition, anyone who was eligible for immunisation in the first two years of the programme but has not yet been vaccinated against shingles remains eligible until their 80th birthday. This includes:

- people aged 71 and 72 on 1 September 2015
- people aged 79

The shingles vaccine is not available on the NHS if you are aged 80 or over.



Source: NHS Choices, 2016

How do I get the shingles vaccine?

You don't need to do anything. Your doctor will invite you to the surgery for the vaccine when you become eligible. Alternatively make an appointment with a member of staff.

If you can't go to the appointment you're offered, contact your GP practice to rearrange it. It's important that you don't leave it too late to have the vaccination, as your GP may only be able to give it to you before 31 August 2016.

For further information please speak to Reception or your GP.

Clifton House has joined Social Media!

We are pleased to announce that you can now find us on Facebook and Twitter. All Practice notices and updates will be posted on the sites and you can also find information regarding health care as well as vacancies and other useful information there too.

Please follow us on Twitter: @cliftonhouse M

Please Like our page on Facebook: Clifton House Medical Centre



Clifton House raised £76.16 for the Charity Dove House Hospice. Thank you to everyone who was involved.

Check our social media pages to see upcoming charity events and fundraising.

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Bulletin Board

- The Practice is having new flooring laid on the 7th,8th,9th March in the Reception area and 14th,15th,16th of March in the upstairs waiting area. Minimum disruption should be caused as this will take place in the evenings therefore the Practice will be open as usual.
- Between December 2015 and this month, 1088 Patients have failed to attend their appointments. Please ensure that you contact the Practice as soon as possible if you know that you will be unable to attend your appointment. This will allow us to allocate the appointment to another patient and help reduce waiting lists.
- If you have any suggestions for our Newsletter please let us know!

Change4Life Sugar Smart app



The Change4Life Sugar Smart app is designed to show quickly and easily how much sugar is in the food and drink you're having. Just scan the barcode and see how much sugar it contains.

- See how much sugar is in a product
- Keep track of the last 10 products you've scanned
- Share the amount of sugar in things via Facebook

[Download from iTunes](#)

[Download from Google Play](#)



Want to Lose Weight?

Did you know there is a free 12-week weight loss plan on the NHS website?

Week 1 Steps:

- ⇒ Record your weight and waist size in the food and activity chart
- ⇒ Stick this week's chart on your fridge and update it at the end of each day
- ⇒ Plan your meals using the Meal Mixer at www.nhs.uk/c4lrecipefinder
- ⇒ Use the calorie counter to track your calories at www.nhs/caloriecount
- ⇒ Sign up to the weight loss forum for support and information at www.nhsweightloss.healthunlocked.com

Download the 12 week plan today and make the change!

Week 1	Week 2	Week 3	Week 4
Week 5	Week 6	Week 7	Week 8
Week 9	Week 10	Week 11	Week 12



Source: NHS Choices, 2016.

Your Patient Participation Group Needs You!



Patient Participation Group

Have your say in Practice matters. The aims of the group and information regarding meetings are on the 'Patient Participation Group' page of the Practice website. If you would like to become a member of the group please inform the Reception Team or call 01482 -341423 today!

Friends and Family Test

Patient Experience



We would like to thank all of our patients who have taken the time to complete a friends and family test. We are pleased with the positive results and lovely comments which we will feed back to all members of staff. We will continue to strive to improve any areas where you feel there is room for improvement.

Combined result from all questionnaires submitted between 01/09/2015 and 29/12/2015

79.43%

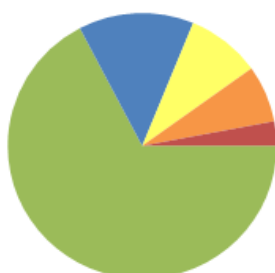
Number of questionnaires submitted between 01/09/2015 and 29/12/2015

101

Results - Clifton House Medical Centre

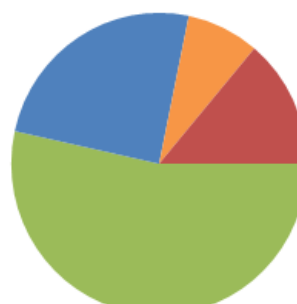


1. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment? (Overall score: 83.37%)



Distribution of results
 67.33% Extremely likely
 13.86% Likely
 0% Neither likely n...
 8.91% Unlikely
 6.93% Extremely unli...
 2.97% Don't know

2. Overall, how would you describe your experience of making an appointment? (Overall score: 72.61%)



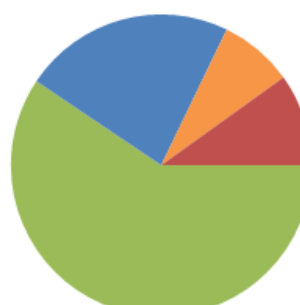
Distribution of results
 53.47% Excellent
 24.75% Good
 7.92% Fair
 13.86% Poor

3. How good were we at listening to you? (Overall score: 78.22%)



Distribution of results
 61.39% Excellent
 20.79% Good
 8.91% Fair
 8.91% Poor

4. How good were we at explaining your care and treatment? (Overall score: 77.23%)



Distribution of results
 59.41% Excellent
 22.77% Good
 7.92% Fair
 9.9% Poor

5. How good were we at involving you in decisions about your care? (Overall score: 79.31%)



Distribution of results
 63.79% Excellent
 20.69% Good
 5.17% Fair
 10.34% Poor

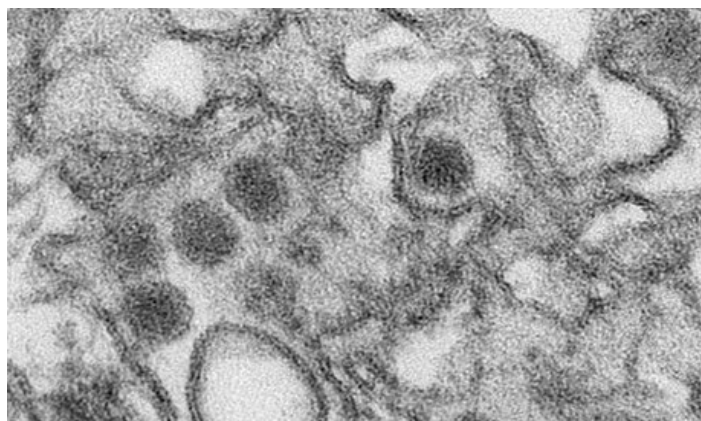
Patient Comments

- * Receptionist Jack Very helpful and pleasant
- * Good care from all staff as always. Lovely to see Charlie back at the surgery
- * The girls in Reception always try to fit me in even when there is not any appointments, very understanding
 - * Lovely surgery
 - * Lovely friendly staff
- * Sincere thanks to Dr Chawla and Nurse Tina

Zika virus: travel advice for pregnant women

PHE and the National Travel Health Network and Centre are advising pregnant women to consider avoiding travel to countries with ongoing Zika virus...see Public Health England Website for more information.

(Source: Public Health England, 2016.)



Bipolar or manic depression?

The term 'bipolar' refers to the way your mood can change between two very different states – mania and depression.

In the past, bipolar disorder was referred to as manic depression, so you might still hear people use this term.

Some health care professionals may also use the term bipolar affective disorder (affective means the disorder relates to mood or emotions).

more info mind.org.uk/bipolar



★ **Employee of the Month!** ★

Louise Coldham (Receptionist)

Thank you for your continued positive approach to work and exceptional patient service.

Also special thanks to:

Nicky Park– for excellent patient care and feedback.

Tina Busby– fantastic patient feedback and positive approach to work.



Have your say! If you would like to recognise a particular staff member for their Patient Service please inform us via social media, comments cards or using the family and friends test.

Clifton House Medical Centre

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