



Going abroad this summer?

Remember to have your travel vaccinations!

If you're planning to travel outside the UK, you may need to be vaccinated against some of the serious diseases found in other parts of the world.

Vaccinations are available to protect you against infections such as [yellow fever](#), [typhoid](#) and [hepatitis A](#).

In the UK, the [childhood vaccination programme](#) protects you against a number of diseases, but doesn't cover most of the infectious diseases found overseas.

Where do I get my jabs?

You should get advice at least eight weeks before you're due to travel, as some jabs need to be given well in advance.

First, phone or visit your GP or practice nurse to find out whether your existing UK jabs are up-to-date (they can tell from your notes). Your GP or practice nurse may also be able to give you general advice about travel vaccinations and travel health, such as protecting yourself from malaria.

Your GP or practice nurse can give you a booster of your UK jabs if you need one. They may be able to give you the travel jabs you need, either free on the NHS or for a charge.



Source: NHS Choices (2016)

Health Care Awards 2016

"Do you know someone who has championed mental health or a young carer who continually puts the needs of others first? Perhaps you've been treated and supported by a team who have made a genuine difference to your life?"

You can nominate carers, hospital staff, volunteers and those people who dedicate their lives to the care of others. In partnership with [Hull Clinical Commissioning Group](#) (CCG), responsible for healthcare for everyone living in the city, the awards will be held at The Deep on Wednesday, October 12.

To see the eleven award categories and to nominate visit:

www.hulldailymail.co.uk



Dr. Rajkumar!

The Practice is very pleased to announce that Dr Rajkumar has joined us as a Locum GP. He will be running clinics on a Monday, Tuesday and Friday.

Please follow the normal appointment booking procedure to make an appointment with Dr Rajkumar.

Bulletin Board

- **The Practice had a routine CQC Inspection on the 25th May and we are waiting for the results to be issued. Thank you to the PPG Group for coming in and speaking with the CQC Inspectors.**
- **On average we are losing 61 appointments per week due to non-attendance. Please ensure you inform the Practice as soon as possible if you can no longer attend an appointment so that it can be offered to another patient. Please remember appointments can be booked online.**

"Being a male, I decided to bury my head in the sand and carry on regardless. But my poor mental health eventually affected my physical health. The best piece of advice I can give is to speak out."



Andrew

time to change

#timetotalk

let's end mental health discrimination

stop smoking service

Local stop smoking services are free, friendly and can massively boost your chances of quitting for good.

Did you know that wherever you live in the UK, you have easy access to a free service proven to help you stop smoking?

Local stop smoking services staffed by expert advisers provide a range of proven methods to help you quit. They will give you accurate information and advice and give you professional support during the first few months of stopping smoking.

They also make it easy and affordable for you to get stop smoking treatments, such as:

- *Champix (varenicline)*
- *Zyban (bupropion)*
- *nicotine replacement therapy, such as patches and gum*

You will normally be offered a one-to-one appointment with an adviser, but many areas also offer group and drop-in services as well.

Depending on where you live, the venue could be a local GP surgery, pharmacy, high street shop, or even a mobile bus clinic.

Your GP can refer you, or you can phone your local stop smoking service to make an appointment with an adviser.

(Source: NHS Choices, 2016. Stop Smoking Service 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 01/01/2016 and 31/03/2016

84.91%

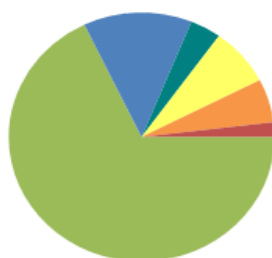
Number of questionnaires submitted between 01/01/2016 and 31/03/2016

53

Results - Clifton House Medical Centre

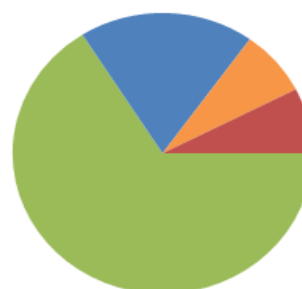


1. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment? (Overall score: 84.91%)



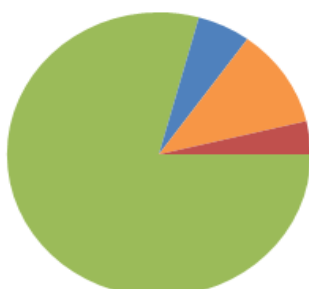
Distribution of results
 67.92% Extremely likely
 13.21% Likely
 3.77% Neither likely nor unlikely
 7.55% Unlikely
 5.66% Extremely unlikely
 1.89% Don't know

2. Overall, how would you describe your experience of making an appointment? (Overall score: 81.13%)



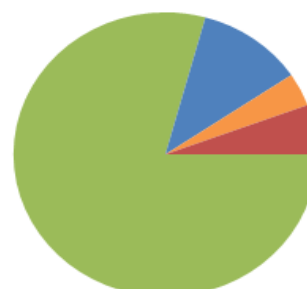
Distribution of results
 66.04% Excellent
 18.87% Good
 7.55% Fair
 7.55% Poor

3. How good were we at listening to you? (Overall score: 86.79%)



Distribution of results
 79.25% Excellent
 5.66% Good
 11.32% Fair
 3.77% Poor

4. How good were we at explaining your care and treatment? (Overall score: 88.05%)



Distribution of results
 79.25% Excellent
 11.32% Good
 3.77% Fair
 5.66% Poor

5. How good were we at involving you in decisions about your care? (Overall score: 83.65%)



Distribution of results
 69.81% Excellent
 16.98% Good
 7.55% Fair
 5.66% Poor

Patient Comments:

Flooring looks great reception looks cleaner and brighter
 Dr Lewis as always brilliant to talk to and listens to you

Feel like I am listened too and not dismissed.

I have been at this practise nearly all my life I am 56

Staff always helpful and friendly .

Doctors take time to listen and refer for treatment if deemed necessary .

Clifton House Spring 2016 Newsletter

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



Key information

Date: Sunday 17 Jul 2016

Time: 11:00

Adult entry (Women aged 16+): £14.99
Child entry (Girls aged 6-15 & boys aged 12 or under): £10.00
Under 6 entry (Girls and boys): free and no registration needed

Venue: Costello Stadium, Anlaby Park Road North, Hull, Yorkshire, HU4 6XQ

Distance: 5k

[Sign up today at raceforlife.org](http://raceforlife.org)

Employee's of the Month!

Nici Perris– Secretary (March)

Nici has been a massive support to her team leader, always going the extra mile and always having a smile on her face!

Charlie Toft– Health Care Assistant (April)

Charlie always has a positive approach to work & receives excellent patient feedback. She is reliable and consistent and we are very grateful for your hard work.

Jack Brown– Receptionist (May)

Jack has been receiving brilliant feedback from patients. He is always willing to help and enthusiastic about his role. Jack's attitude and approach is always positive. Well done and thank you!

Tell us who you think deserves recognising for their hard work or good Patient Care!

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www.cliftonhousemedicalcentre.co.uk