



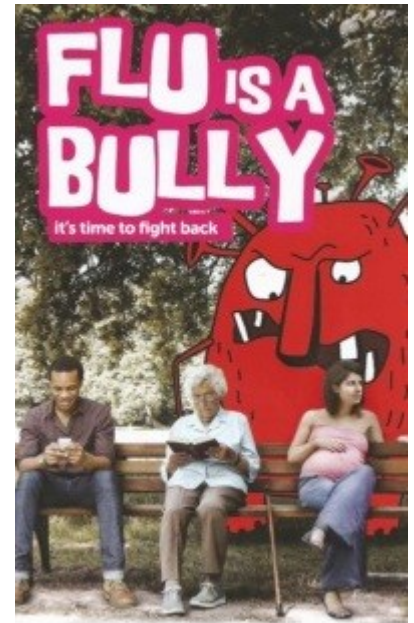
FLU VACINATIONS: Beat the Bully!



Book your Flu Jab today.

Like a bully flu often picks on the on people who are at particular risk or less able to fight infection. This may be because of their age, being pregnant or having a long-term medical condition.

You can catch Flu all year round however, it is more common in the winter months. So that you receive the best protection it is advised that you have the Flu Jab between September and November. Speak to your GP or Nurse today if you have any questions.



(Source: <http://www.nhs.uk/Conditions/Flu/Pages/Symptoms.aspx>)

Did you know you may be able to see our Clinical Practitioner instead of a GP?

Kim Stanworth is our Clinical Practitioner who can see Patients aged 3 and above presenting with any of the following ailments listed below:

- **Chest Infection– COPD exacerbation, Acute asthmatic episodes**
- **Abdominal Pain– Diarrhoea, Vomiting**
- **Headache– Minor head injuries, New onset of headaches**
- **Rash- Rashes, Eczema, Simple allergic reactions, Bites, Cellulitis**
- **Ear, Nose, Throat– Earaches, Sore throat, Nose bleeds**
- **PV Bleeds– Suspected miscarriage**
- **Back Pain– New onset of back pain**

Bulletin Board

- **The Practice is pleased to welcome our new Locum GP, Dr Mallik. Please use the usual methods of booking appointments to make an appointment.**
- **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.**
- **The Practice can now send text messages to send reminders of your appointments and to provide other important practice information. If you would like to receive text messages please sign a consent form at reception and ensure your contact details are up to date.**



Clifton House Medical Centre

CQC overall rating

Good

5 September 2016

We are so pleased to announce the Practice received 'Good' in all areas and overall for our CQC Inspection. We are constantly looking for ways to improve and will continue to do so. As always we welcome Patient feedback and this can be done by the Family and Friends Ipad or comments cards in Reception.

Thank you so much to our Patients who gave such positive feedback. Thank you to the Patient Participation Group for coming in and speaking to the inspectors. Last but not least, thank you to our amazing team for the work you do.



PPG Needs you!!

Would you like to have your say in matters about your GP Practice? Join your patient participation group to ensure your voice is heard! Ask at reception for more details or visit the practice website.



Patient Participation Group



Keep Warm this Winter



Cold weather can be a worry for patients in later life, and those with a chronic disease but with a little preparation, and by following some simple suggestions, you can help yourselves to stay healthy, safe and as comfortable as possible in winter. Keeping warm both inside and outside your home can help reduce your risk of serious health problems that are more common in the colder months, such as influenza, chest infections, heart attacks and strokes.



Here are some things you can do to stay safe and ward off the winter chills:

- Keep bedroom windows closed at night– it is a common misconception that sleeping with the window open is good for your health. In fact, breathing in cold air can increase risk of chest infections.
- Make sure you keep your hands and face warm. Wrap a scarf around your face as this keeps the air you are breathing in warm.
- It is better to wear several layers of clothing instead of one thick layer as the layers trap warm air.
- Wear warm clothes in bed. When it is very cold wear thermal underwear and even a hat!
- Use a hot water bottle to warm the bed.
- Don't sit or stand for long periods as you will quickly get cold.
- Keep your feet warm. Choose boots with non-slip soles and a warm lining, or wear thermal socks.

Grow a Mo, save a Bro

SIGN UP FOR MOVEMBER



**Because men's health is in crisis.
Men are dying too young.**

www.uk.movember.com/register

1

Sign up

Get ready for a hairy month

2

Get growing

Grow and groom your moustache for 30 days

3

Put out the call

Raise funds for men's health

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 01/04/2016 and 30/06/2016

82.39%

Number of questionnaires submitted between
01/04/2016 and 30/06/2016

24

1. How likely are you to recommend our GP practice
to friends and family if they needed similar care or
treatment?

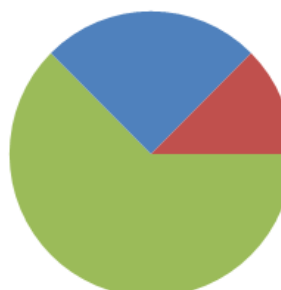
Overall Meridian score for this question: 85.00%
(based on 24 responses)



Distribution of results
70.83% Extremely likely
16.67% Likely
0% Neither likely nor unlikely
0% Unlikely
4.17% Extremely unlikely
8.33% Don't know

2. Overall, how would you describe your experience of
making an appointment?

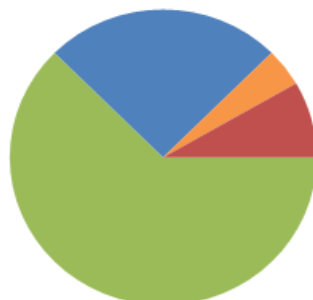
Overall Meridian score for this question: 79.17%
(based on 24 responses)



Distribution of results
62.5% Excellent
25% Good
0% Fair
12.5% Poor

3. How good were we at listening to you?

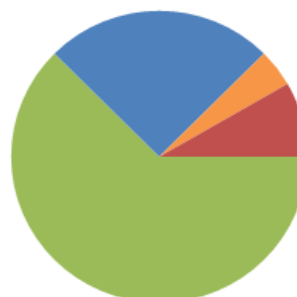
Overall Meridian score for this question: 80.56%
(based on 24 responses)



Distribution of results
62.5% Excellent
25% Good
4.17% Fair
8.33% Poor

4. How good were we at explaining your care and
treatment?

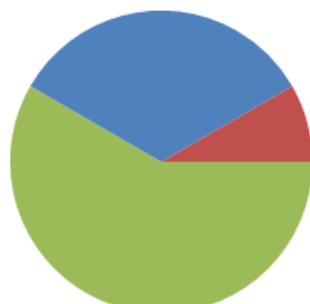
Overall Meridian score for this question: 80.56%
(based on 24 responses)



Distribution of results
62.5% Excellent
25% Good
4.17% Fair
8.33% Poor

5. How good were we at involving you in decisions
about your care?

Overall Meridian score for this question: 80.56%
(based on 24 responses)



Distribution of results
58.33% Excellent
33.33% Good
0% Fair
8.33% Poor

How have you found our
service today? Leave your
feedback using the iPad or
comments cards in
reception.

Did you know..

The Practice can now send you **text messages** to remind you of appointments and contact you regarding information about the surgery.

If you would like to receive text messages please complete the consent form (available on the website and in the practice) and hand it in to reception.



Stop Smoking Clinics are now being held at Clifton House Medical Centre!

Starting Thursday 25th August and running every following Thursday.

Book your appointment at Reception today!



SMOKEFREE

City Health Care Partnership CIC
A CIC-registered business

Quit with Smokefree Hull

Stopping smoking for your...

HEALTH

MONEY

FAMILY

FREE NRT

and patches & oral tabs

* for eligible clients

Whatever your reasons for quitting we can help

FOR MORE INFORMATION:

Call **0800 3 247 111** Text **QUIT** to **61825**

www.readytostopsmoking.co.uk

Find SmokefreeHull on Facebook

Follow us on Twitter @SmokefreeHull

Hull City Council

ONE-TO-ONE / MOBILE / ONLINE

NHS



Cake Morning at Clifton House On the 21st October 2016

Put the date in your diary! Come along to our cake morning to raise money for breast cancer.



Employee's of the Month!

Karen Bailey– Nurse (June)

Karen has a fantastic approach to patient care and provided a brilliant reflection of the Practice in her CQC interview.

Kate Taylor– Prescription Clerk (July)

Kate always goes above and beyond her normal duties, providing an outstanding patient service and is so committed to her work and team.

Sasha Claffey (August)

Sasha was nominated by a colleague for always being positive and helping out colleagues with tasks as well as completing her own. Sasha was also recognised for supporting her team leader.

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

Clifton House Medical Centre

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www.cliftonhousemedicalcentre.co.uk