

Balmoral Surgery Newsletter



This Issue

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Review our services on
NHS Choices
www.nhs.uk
Contact us via the website
www.balmoralsurgery.com

Book your 'flu vaccination now!



Patients can now book an appointment for a 'flu vaccination. If you usually have a 'flu vaccination, you do not need to wait for a letter. Any patient over 65 years old, pregnant ladies, carers and patients with the follow diseases are eligible for the vaccination;

- Chronic respiratory disease (e.g. COPD/Asthma)
- Chronic heart disease
- Chronic kidney disease
- Chronic liver disease
- Chronic neurological disease (e.g. stroke, cerebral palsy or MS)
- Diabetes
- Immunosuppression

There is also a nasal 'flu vaccination which is being offered to children who are aged 2, 3 & 4, or children who are in a clinical disease group. Please speak to a receptionist if your child is eligible for this vaccination, and you would like to book an appointment.

This year there is a different national programme for the 'flu vaccinations with different vaccine depending upon age and disease areas. This means it is really important to have your vaccination at the Practice where we have access to your medical record rather than at a local Pharmacy who don't know your medical history. The new national programme has unfortunately lead to delays in supply of the vaccine and so our clinics are later than usual but we are offering appointments at the earliest opportunity after deliveries are received so we hope that patients will understand.

Could any of these voluntary services help you?



We know that growing older doesn't come with a manual. That's why we provide free information and advice to help you on topics as diverse as claiming benefits to care homes.

How to contact us: Age UK Advice Line - 0800 055 6112
Free to call 8am – 7pm 365 days a year

Telephone befriending services

Get a free weekly friendship call. We'll match you with one of our volunteers. Call in Time is flexible to suit the different needs of everyone who takes part.

How to sign up - Call the team on 0800 434 6105



We're here to support you

Find out what help you can get from us, such as hiring a wheelchair, support in your home and help if you're a refugee.

Phone:

 **0344 871 11 11**

From overseas: + 44 207 138 7900 Textphone: 0207 562 2050

Email:

 **contactus@redcross.org.uk**



How we can help you

We offer a safe place for you to talk any time you like, in your own way – about whatever's getting to you. You don't have to be suicidal. Samaritans help you to explore your options so you can make decisions that are right for you.

Whatever you're going through, call us free any time, from any phone on 116 123.



The Cinnamon Trust

The National Charity for the elderly, the terminally ill and their pets



Cinnamon Trust seeks to relieve the anxieties, problems, and sometimes injustices, faced by elderly and terminally ill people and their pets. Volunteers are able to provide practical help when any aspect of day to day care poses a problem - for example, walking the dog for a housebound owner. A national fostering service is provided for pets whose owners face a spell in hospital - volunteers take pets into their own homes and supply love and care in abundance until owner and pet can be reunited. The Cinnamon Trust also provides long term care for pets whose owners have died or moved to residential accommodation which will not accept pets.

By phone: 01736 757 900 General Enquiries, Monday - Friday 9am - 5pm

Emergency Calls available 24hrs



Cruse Bereavement Care is the leading national charity for bereaved people. We offer support, advice and information to children, young people and adults when someone dies and work to enhance society's care of bereaved people. Cruse offers face-to-face, telephone, email and website support. We have a Freephone national helpline and local services, and a website (hopeagain.org.uk) specifically for children and young people

Contact us to find out the range of services we offer in your area.

Tel: 0844 8009104 - southkent@cruse.org.uk

National helpline: 0808 808 1677



Need help? Call us ANYTIME on: [0800 4 70 80 90](tel:08004708090)

The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year. We also offer telephone and letter friendship schemes where we match volunteers with older people based on their interests; facilitated group calls; and help to connect people with local services in their area.

Who can use The Silver Line - The Silver Line is a helpline and friendship service for people aged 55 and over.

Macmillan Cancer Support

**QUESTIONS
ABOUT
CANCER?
WE CAN
HELP**

 **Need to talk? Call us free* > 0808 808 00 00** Monday - Friday
9am - 8pm

Information and support – If you or someone you know has been diagnosed with cancer, we can help. Find out what to expect, get information, practical advice and support, hear from experts and read about other people's experiences.

Shelter

What we do

Shelter helps millions of people every year struggling with bad housing or homelessness through our advice, support and legal services. And we campaign to make sure that, one day, no one will have to turn to us for help.

How to contact them:

When it's an emergency: 08081644660

When it's not urgent: 08088004444

Alternatively you can chat online by visiting their website: england.shelter.org.uk



A Carer is someone who, without payment provides help and support to a relative, friend or neighbour, who could not manage without their help due to physical or mental illness, addiction or disability. Becoming a Carer can happen to anyone at any time and affects people from all cultures and ages.

We aim to ensure Carers are recognised, listened to and offered information and support that is focussed on their own needs and wellbeing, enabling them to continue care, where they choose to do so.

Supporting those who care for a relative or friend. Call now on: 01304 364637

Practice News

Staff Training

Please note that Balmoral Surgery is closed from 12.30pm once a month to allow the doctors and staff to have protected learning time. These sessions are arranged by the South Kent Coast Clinical Commissioning Group and offer the opportunity for the Surgery Teams in our locality to get together for training purposes.

The dates of the next planned closures are as follows; 18/10/18 & 15/11/18

Tell us what you think

If patients wish to have a say about the services provided by Balmoral Surgery, they are invited to attend our patient forum group. Patient forum groups have a very important role to play in the future of the NHS, and we welcome new members to the group. The group meets three times a year, if you are interested in joining this group please contact Becky.

Our next meeting will be held at the surgery on 16th October 2018 @ 6pm

If you would like to look at minutes from our previous meeting, please visit our website (www.balmoralsurgery.com) and follow the link to the patient forum page.

BT Call Protect



Do you have a phone line with BT?

Recently we have been unable to contact a large number of our patients as they have BT Call Protect on their landline number. This service seems to block calls from the surgery number and a lot of patients do not know that they have this service on their phone.

If your landline is with BT, please check whether you have this service enabled, and if you do, please note that you will be unable to accept calls from the surgery, so please don't ask us to call you back unless you can leave us a mobile number.

DIABETES UK

Autumn Recipe Beef Goulash

Ingredients: 250g lean braising steak cubed, 250g potatoes, 2 tsp seasoned flour, 1 tsp oil, 1tbsp tomato puree, 150ml (quarter pint) beef stock, 1 onion, ½ red pepper, 1 clove garlic, 1tsp paprika, 1 x 200g can chopped tomatoes

1. Preheat the oven to 180C gas mark 4
 2. Toss the steak in the seasoned flour
 3. Heat the oil in a flameproof casserole dish, add the steak then fry for 2-3 minutes until browned all over
 4. Add all the remaining ingredients, bring to the boil, then cover and place in the oven. Cook for 1.5-2 hours, until the meat is tender.
 5. Serve with plenty of vegetables
- To make a vegetarian version, use tofu in place of beef. Reduce the cooking time by 30 minutes.
 - Freezing instructions: Suitable for freezing once cooked. Defrost in the fridge or microwave and reheat until piping hot throughout.

Friends and Family Test

The practice and the doctors at this surgery would like your honest feedback and the data collected will be used to help us to work with our Patient Forum members to improve the service offered to our patients. We encourage patients to do this using our Friends and Family Test which can be found on our website (www.balmoralsurgery.com).

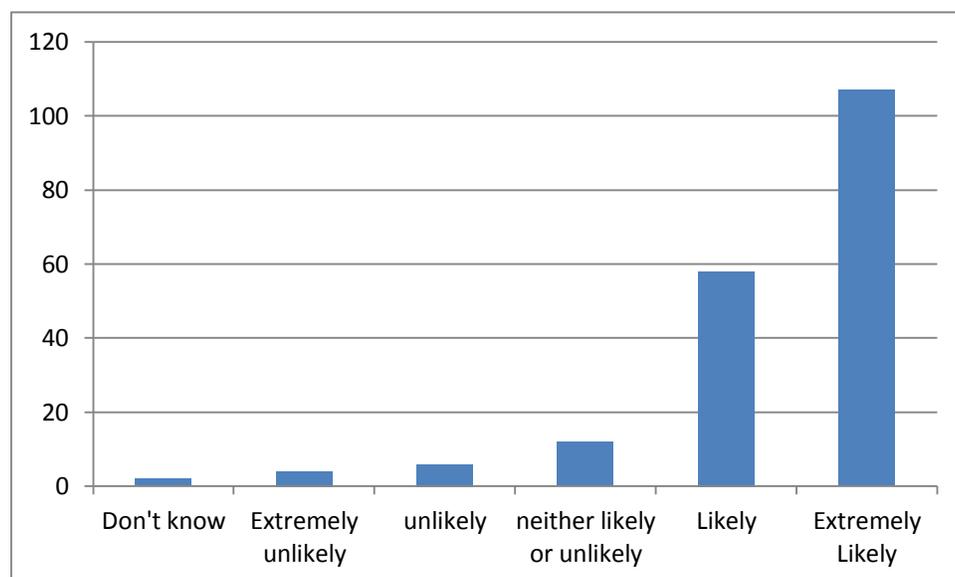
If you have provided the surgery with a mobile number and receive our text message reminders, you will also be sent a link to this website after any appointments that you have.

If patients do not wish to give feedback via this method, please contact us via 'phone, letter or you can leave a comment on our NHS Choices website.

Results of the Friends and Family Test from August 2018:

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

Don't know	2
Extremely unlikely	4
unlikely	6
neither likely or unlikely	12
Likely	58
Extremely Likely	107
Total	189



Feedback from data collected in August 2018;

To help us improve our service please write below main reason for the answer you have chosen?

Well supported with my recently diagnosed condition, treatment excellent

I have always had first class service from all the staff at the practice from reception to practice nurses to the doctors

Clean building helpful reception and knowledgeable staff and doctors

I have been well supported and looked after with my recently diagnosed condition

Today at approx. 08.15 a receptionist dealt with me with such attention and care that she was the very definition of helpfulness: I do not exaggerate when I say that she has put a positive slant to the rest of my day