

# MORTIMER MEDICAL PRACTICE NEWSLETTER

November 2021

Issue No. 50



## COVID Vaccination Programme

If you have received a letter from the NHS stating you **may** need a 3rd dose vaccination because you have been identified as clinically at risk please contact reception who will take your details. If you are eligible you will be invited to a clinic at Kington.

If your letter states you are invited for a booster this is one further dose and you will need to go through 119 or the National Booking site to book your vaccination. We do not have access to these appointments and unfortunately cannot book them on your behalf. Alternatively visit [herefordshire.gov.uk/grabajab](https://www.herefordshire.gov.uk/grabajab) for the more local walk-in clinics.

## Flu Vaccination Programme

We are still experiencing problems with deliveries. The uptake of the vaccination has been higher than in previous years across the country so many areas are experiencing shortages.

If you have received notification from the surgery inviting you to book an appointment, please book as soon as possible. Please be aware that deliveries for the under 65's may not reach us until the end of December. We are doing our best to prioritise those who are clinically at risk.

## Practice News

- ◇ We welcome Clare our new receptionist who is settling into her new role mainly at Orleton Surgery.
- ◇ We wish Charlotte, Cath and Leah from our dispensary well in their new roles elsewhere. You may see Charlotte from time to time helping out.

## PCN Initiatives

Our new Pharmacist, Chris has started with us.

Mel is the newest member of the team, she is a Paramedic who is will be holding minor illness clinics and support home visits.

## Care Navigation

Our receptionists have been trained to listen to your concerns and direct you to the clinician or department that would give you the most efficient treatment. This does not always need to be a GP. In fact you will be seen quicker by the range of clinicians who have specialist skills. Here are some of the routes you may be referred to:

Nurse's Minor illness	First contact Physiotherapist
Audiometry	A&E or Minor injuries
Chronic illness	Pharmacy
Chiropody	

### Zero Tolerance Policy

If you have a complaint about our service or an individual please address this to the Practice Manger. The procedure can be found on our website.

Please do not take your frustrations out on our staff. We are seeing an increase of aggressive and unacceptable behaviours towards our staff. This type of behaviour could lead to removal from the Practice.

### Contact Details

Please ensure that your contact details are correct and keep them up to date. This has proven an effective way to communicate especially during the COVID Vaccination Program allowing people to instantaneously book appointments.

Please inform us immediately of any address changes so letters are not sent to the wrong address.

### Patient Participation Group (PPG)

We are currently looking for enthusiastic members of the public to join our group to represent Orleton and Aymestrey. The group meets once every quarter.

For more information please contact either Mrs Diane Lee, [drlee52@gmail.com](mailto:drlee52@gmail.com), Dr Rachel Voysey [rvoysey@nhs.net](mailto:rvoysey@nhs.net) or Mrs Fiona Harper, [fiona.harper3@nhs.net](mailto:fiona.harper3@nhs.net)

#### Aim of the PPG

- ◆ To participate in the health improvement of the local population
- ◆ To encourage patients to engage in their own healthcare

#### Your local PPG Reps

Susan Plant– Richard Castle  
Mark Ferrero- Leintwardine  
Susan Burke- Aymestrey Parish

Diane Lee– Eardisland  
Gillian Lloyd—Yarpole  
Christine Moore– Lingen Parish

Rosie Stanford– Lucton  
Jeanne Wood- Ivington  
Brain Taylor– Kingsland

### Repeat Prescriptions

Please allow **48 hours** for your repeat prescription to be ready. It needs to be dropped off before 2pm (Mon-Fri) to guarantee the 48 hour turn around .

Dispensary is closed Saturdays, Sundays and Bank Holidays.

### Flu Clinic Volunteers

We would like to extend our gratitude to our Patients who gave up their own time to help run the recent flu clinics. They did a brilliant job at times under pressure and we really appreciated their support.

### Coming to the Surgeries

Although it feels like we are returning to normal service we still have a responsibility to our patients and staff to provide safe space to come into.

#### Please help us to help you by:

- ⇒ Not turning up early for face to face appointments.
- ⇒ Wear a face covering if at all possible
- ⇒ **Do not come in if you are suffering from any COVID symptoms.** Please contact 119 and book a COVID test.

**Thank you**