

Autumn 2012



Dundonald Medical Centre

Practice News

Seasonal Influenza Vaccination

Flu vaccinations are now available in the practice. This is recommended for the following groups.

All patients with:

- **Chronic respiratory disease**
- **Chronic heart disease**
- **Chronic kidney disease**
- **Chronic liver disease**
- **Chronic neurological disease**
- **Diabetes**
- **Immunosuppression**

All pregnant women at any stage of pregnancy.

All people aged 65 and over

Health and social care workers

Carers

Long stay patients

All those eligible will be contacted.

Please speak to one of the doctors or nurses if you feel you should receive this vaccination and do not receive an invitation to attend.

Germ Prevention



Remember preventing the spread of germs is the most effective way to slow the spread of diseases such as flu.

- * Wash your hands regularly with soap and water
- * Clean surfaces regularly to get rid of germs
- * Use tissues to cover your mouth and nose when you cough and sneeze
- * Place used tissues in a bin as soon as possible

Whooping Cough Vaccination

Cases of whooping cough are on the increase— if you are pregnant you should get vaccinated to protect your baby.

The best time to get vaccinated is during and after week 28 of your pregnancy.

Please speak to your one of the doctors or nurses if you feel you should receive this vaccination.

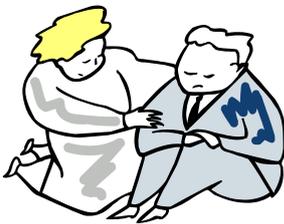
NHS Zero Tolerance Policy

Dundonald Medical Centre fully supports the NHS Zero Tolerance Policy. The aim of this policy is to tackle the increasing problem of violence against staff working in the NHS.

Violence is defined as “ any incident where staff are abused, threatened or assaulted”. This includes both **verbal and physical abuse** as well as threatening or abusive language.

We have seen an increase in the level of verbal abuse faced by our staff over recent times. We have a duty to provide a safe environment for patients and staff.

Any incidents will be dealt with extremely seriously and may result in immediate removal from the surgery list or even prosecution.



Carers Training

Carers Northern Ireland are funded to deliver free training to carers to improve self confidence and communications skills.

Carers can get most travel and respite expenses reimbursed if they attend any training.

The next course entitled ‘Be a Better Communicator’ aims to help develop confidence when

communicating at a personal level or engaging with service providers. It will look at assertiveness, communication skills and being your own advocate.

This session is being held in Newtownards on Wednesday 7th November from 10.30am—12.30pm. Contact Claire Phillips on 90439843 for more information.

Please let us know if you change your phone number—we are happy to take mobile numbers if a land line is not available, where available we will take both.

Missed Appointments

A number of patients are missing their appointments.

Our objective is to provide the best service we can for our patients but we need patients’ co-operation to do this. Wasting appointments impedes our ability to see all the patients who need consultations. If you need to cancel an appointment we would be grateful if you could notify

reception in good time.

In September we had 96 missed appointments.

