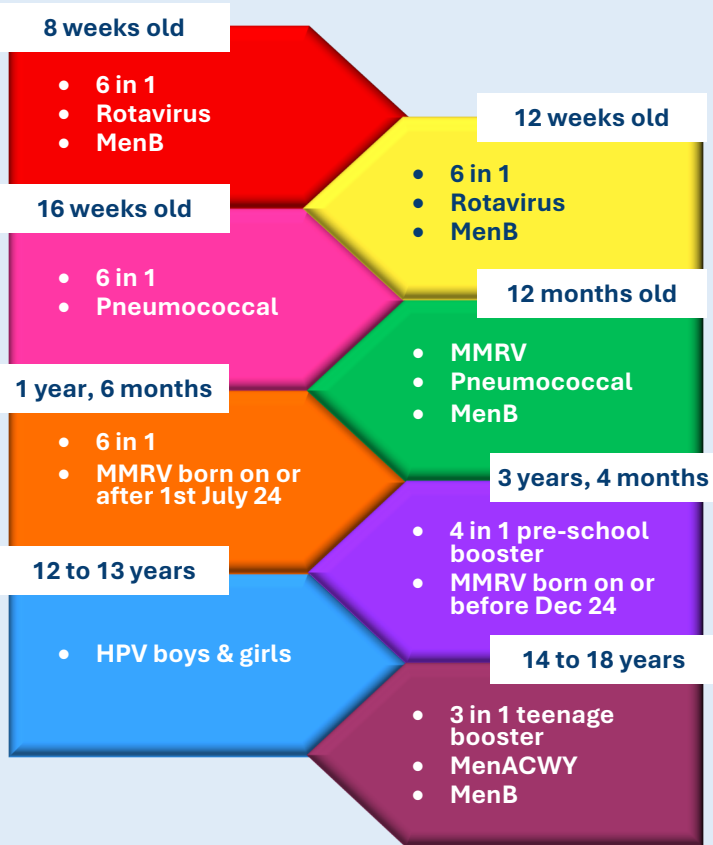




Keats Group Practice Spring Newsletter



Childhood Immunisations & When to get Vaccinated



Meningitis B: What Parents Need to Know About the MenB Vaccine and Who is Protected

Since 2015, the MenB vaccine has been part of the UK NHS routine childhood immunisation programme.

Children born after 1 July 2015 should have received:

- Two doses at 8 & 12 weeks of age
- A booster dose at around 12 months of age

However, because this programme is relatively recent, most teenagers and current university students were not routinely vaccinated against MenB as babies. Teenagers in the UK are offered the MenACWY vaccine (usually in Year 9), which protects against four strains (A, C, W, and Y), but does not protect against Meningitis B.

Current advice There is no NHS MenB catch up for those born before May 1st 2015, if you are not currently being offered the vaccine, you should not be concerned, the risk to the wider public remains low.

Measles cases are rising in London

Measles spreads easily and can lead to blindness, meningitis, sepsis and in rare cases even death

Talk to your GP practice if you or your child haven't had both doses of the MMRV vaccine



Are you protected against measles mumps and rubella?

What is the MMRV vaccine?

Given in two doses, this vaccine protects against 4 serious illnesses: measles, mumps, rubella and chickenpox.

People with measles might have

a high fever, runny nose, cough. red watery eyes, small red spots with a rash may appear, usually on the face, upper neck, hands and feet.

If you or your child has symptoms

please stay at home and phone your GP practice or NHS 111.

Support Services

Searching for the right support for you or a loved one?

Below is a link to a wide range of support services available to use. Still not sure or need someone to help? Let our team know and we will happily help you.

www.keatsgrouppractice.nhs.uk/additional-support-services

A Day in the Life of a GP Receptionist.....



Our Receptionists are often the first people patients speak to, offering support, reassurance, and guidance. Their expertise and commitment make them an essential part of both patient care and the success of the practice

Here is a sneak peek behind the scenes of a day in the life of our GP Receptionists:

There are many roles within the reception team, much like a well oiled machine. The receptionists, and the Reception Supervisor are both supported by the Operations Manager.

7.30am Each day, this team open up the surgery, get all clinical rooms ready, check vaccine fridges and turn on and set up our computers.

The supervisor and Operations Manager manage all online forms and emails received, forwarding them as necessary. The team process posted, emailed and online prescription requests and action tasks from clinicians.

8am Phone lines and doors open This is our busiest time where we answer calls, deal with in person queries, signposting patients, handling emergency medication requests and managing complaints.

11am Booking in routine appointments, processing newly registered patients, prescription queries and general enquiries. Opening post and scanning in patient letters. Updating patient records that have joined and left.

Lunch 30 minute lunch which is staggered on a rota within our team

2pm All staff are back at the front desk to answer calls, assist patients with check ins and after appointment queries or bookings.

Actioning afternoon tasks from clinicians.

6.30-7pm Closing down the surgery, checking all rooms are empty, locking up medical cupboards/fridges, shutting down all computers, fans and heaters, and finally locking up the building.

Shifts will vary as we work on a rota taking turns in opening and closing . To ensure we cover daily tasks, at least one manager or supervisor will be there each day so that we have at least 3 members. Sometimes we are short staffed due to sickness or leave, so we do ask that you please be patient with us when this happens.

What's the best and the most challenging part of our job? The best part is getting to help people. It is lovely to see a smiling face and interact with patients.

The most challenging part is when people are rude and demanding. We do our best to help within our means, we understand your frustrations but getting shouted at for things we cannot control is a hard part that we do have to combat every day.

Want to be more involved with your GP surgery?

Ask about signing up to the Patient Participation Group (PPG), join our "Feedback for Change!"



Share feedback that may benefit patients

Provide recommendations that support high quality care

Identify areas that may need additional focus

Speak to your practice receptionist for more information

keatsgrouppractice.nhs.uk/patient-participation-group

What would **YOU** like to see more of? Give us newsletter feedback at keatsgrouppractice.nhs.uk/patient-newsletter