

What is the new Normal?

We are still facing ongoing challenges within the practice and managing a higher level of ongoing patient demand. We are continuing to work tirelessly to provide a great service to all our patients. Our Rota is a moving feast and we are proactively reviewing our ways of working as we return to the New Normal.

Some helpful information:

- ✚ 42% of patients had multiple appointments (more than one in the month) – ***Please think do I really need that appointment, or can I manage things differently?***
- ✚ 45 patients simply did not turn up = over ***11 hours of wasted clinic time***

Travel Vaccines

We are now able to offer travel vaccines to our patients. If you are travelling abroad it is essential that you book your appointment with the travel nurse well in advance of your departure date – about 6-8 weeks before you travel is ideal. We cannot guarantee appointment availability.

It is essential that you complete the travel assessment form (please find link below) and bring it along to your appointment. (We are unable to offer Yellow Fever)

[Travel Risk Assessment | Longlevens Surgery \(longlevens-surgery.nhs.uk\)](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/find-a-walk-in-coronavirus-covid-19-vaccination-site/)

The Queens Platinum Jubilee

We are closed on the following dates:

- ✚ Thursday 2nd June - Closed
- ✚ Friday 3rd June – Closed

If you require medical assistance on these dates, please visit NHS 111 online, call NHS 111 or in the event of an emergency call 999.

Covid Vaccine Information

The Covid vaccination booking lines closed

on Friday 13th May. All Covid queries will now be handled within the practice.

For any adult patients or children 12-17 who need to book a vaccine please visit 'Grab a Jab' or dial 119 to book. Appointments will be offered at Rosebank and at Cheltenham Fire Station over the summer. Please see the link below to book your vaccine.

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/find-a-walk-in-coronavirus-covid-19-vaccination-site/>

Covid Vaccine 5-11 year olds

For any children aged 5-11 who need to book a vaccine will need to visit Grab a Jab.

Please see link below to book your vaccine

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/find-a-walk-in-coronavirus-covid-19-vaccination-site/>

Thinking of our environment – NHS committed to Zero Carbon by 2040

As a practice we are committed to supporting the environment, we have taken the following steps recently:

- ✚ We now have 2 separate recycling bins
- ✚ Introduced a cycle to work scheme for all staff within the practice
- ✚ Moving to lower carbon inhalers by switching to dry powder
- ✚ Using digital methods to contact patients rather than letters

Self-management

Please always think about other avenues of care before you call us. Self-management, pharmacy advice, Cheltenham minor injury unit 0300 4222222, Stroud minor injury unit 0300 4217777 (You must call this service – no walk in is available)

Remember

Refer to our website www.longlevens-surgery.co.uk where you will find the latest information. You can also follow us on Facebook @Longlevens.Surgery