

# NEWSLETTER

**AUTUMN/WINTER**

**2018 – 2019**



**LISCARD**  
GROUP PRACTICE



*Welcome to the latest edition of our practice newsletter — we aim to issue this quarterly, giving you news and information of what's happening in the surgery.*

## SURGERY OPENING HOURS

Monday - Friday 8:00am - 6:30pm

Evening GP appointments are available alternate Mondays and Tuesdays  
6:30pm - 8:30pm

Please note we will be closed:

Tuesday 25th December 2018

Wednesday 26th December 2018

Tuesday 1st December 2019

Cover will be provided by the out of hours service on these dates please call **111**.

## ONLINE SERVICES

You can order your prescription, book appointments and view your medical records online via Patient Access. Please ask at reception for further details.

## FLU VACCINATIONS

Flu is a highly infectious illness caused by the flu virus. It spreads rapidly through small droplets coughed or sneezed into the air by an infected person. For most people, flu is unpleasant but not serious. You will usually recover within a week.



Studies have shown that flu vaccines provide effective protection against flu, although protection may not be complete and may vary between people. Protection from the vaccine gradually decreases and flu strains change over time. Therefore, new vaccines are made each year and people at risk of flu are encouraged to be vaccinated every year. Please ask at reception or call the surgery to book an appointment.

## PATIENT PARTICIPATION GROUP



Liscard Group Practice PPG wants you!

Did you know that Liscard Group Practice has an online Patient Forum? Why not have your say by joining our Virtual Patient Participation Group. Keep informed about important issues affecting your surgery and share your ideas on how to improve your GP Practice.

If you are interested please ask at reception for more information.

## MISSED APPOINTMENTS

Each week, we have a significant number of **MISSED** appointments when patients do not turn up for their booked appointment. Please let us know in good time if you are not able to attend for your appointment, as we can then offer it to someone else.

## BLOODTESTS

Appointments are available Tuesdays, Wednesdays and Thursdays in our phlebotomy clinics.

## STAFF NEWS

You may have noticed some new faces have recently joined our staff—we would like to welcome **Claire, Jo and Laura to the Team**