



# LINDEN HALL SURGERY NEWPORT

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**Newsletter September 2017**  
[www.lindenhallsurgery.co.uk](http://www.lindenhallsurgery.co.uk)

## Why Do I need a flu jab?

### How it works:

The vaccination contains an inactive part of the *influenza* virus, which triggers the immune system to produce antibodies against the virus. In case of an *influenza* outbreak, the antibodies attack the virus and the vaccinated person does not get ill.

### There are many misconceptions about the flu jab.

Many different cough and cold viruses can cause flu like symptoms. The flu jab does not protect from them. Because of the time of the year when the flu jab is given, people sometimes get a cold after the flu jab and blame the vaccination for it. That is simply not possible.

The *influenza* virus can cause severe illness and has caused many deaths in the past when there were massive outbreaks.

By having the flu jab, you not only protect yourself, but also protect your community by stopping the virus to spread.

**If you are eligible for a flu jab, please come to the flu days at Linden Hall Surgery!**

## Flu Days 2017

<b>Saturday 30 September</b>	<b>9:00 - 13:00</b>
for surnames beginning with letters A - J	
<b>Saturday 7 October</b>	<b>9:00 - 13:00</b>
for surnames beginning with letters K - Z	



### Does everyone need a flu jab?

No, just people who are at particular risk of problems if they catch flu. You need a flu jab if:

- you're aged 65 or over
- you're pregnant
- you have a serious medical condition
- you live in a residential or nursing home
- you're the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- your child is in an at-risk group and is aged six months to two years

### Changes at Linden Hall

After more than 20 years at Linden Hall, **Dr Roger Henderson** retired in September as a Partner and became a Salaried GP, at the same time reducing his work time to 3 days a week. We would like to thank him for his hard and enthusiastic work as Senior Partner. **Dr Stefan Waldendorf** will be the new Senior Partner.

We are happy to announce that **Dr Jonathan Yin** has joined as a Partner on the 1st of September. He was a Registrar with us for one year and has worked as a Salaried GP at Linden Hall since.

**Dr Thinzar Myint** successfully finished her training and is now working at a surgery in Shrewsbury.

Our new Registrar, **Dr Peter May**, started to work with us in August, he is in his final year and will be with us for one year.

We also have a new Foundation Year Doctor, **Dr Sebastian Salamat**, who will be with us for four months.

### Newport Neighbourhood Project

For over a year we have worked together with Wellington Road Surgery on services for the whole population of Newport, like we did for the Xray and Physio department at the Newport Cottage Care Centre in the past.

There are several new projects in the planning and hopefully will be established over the next few months. We have worked with the CCG, the local health organisation, to bring new patient services to Newport.

Sadly the Xray department has to close for the time being. Nicky, the radiographer who has worked there, retired at the end of last month and we have not been able to replace her yet.

## Training at Linden Hall

We are proud to be a teaching practice for junior doctors at different levels in their career. As a patient you will come across different types of trainees at Linden Hall Surgery:

### MEDICAL STUDENTS

We have been working together with Keele University for more than 10 years in training medical students in their 4th year. They will see patients and take a history, but are always supervised by a doctor who will also see the patient and discuss the management. They work with us in blocks of four weeks at a time.

### FOUNDATION YEAR DOCTORS

These are fully qualified doctors who work in a rotation between the hospital and GP surgeries. They are usually with us for 4 months and have always a supervisor allocated to them to ask questions if needed.

### GP REGISTRARS

Registrars are training to become a GP, and are usually with us for 6 months or for their full final year. They work independently but also have an allocated doctor in case they have any questions.



## POD, a new prescription service at Linden Hall

The NHS Prescription Ordering Direct (POD) service is the easy way for you to order your repeat prescription.

All it takes is a simple phone call that you can make from the comfort of your own home - there's no need to go into your GP practice.

You will speak to a trained prescription co-ordinator who can discuss your needs, meaning that you will only order medication when you need it reducing potential waste and thus saving the NHS money which may be used for other important services.

### Why use this service?

Ordering your repeat prescription will be a quick and simple telephone call. You will be speaking to a dedicated person who will have time to answer any repeat prescription queries. We will ask you how you are getting on with your medication and are able to alert you if a medicine review is needed.



### Why are we offering this new service?

Our aim is to ensure that patients are receiving the correct quantity of medication that they need in a timely manner to help to reduce the amount of medicine waste in our area.

Unused prescription medicines cost the NHS over £1million every year in Telford and Wrekin alone.

### Already use a pharmacy to order your repeat medication?

No problem, you can use the same pharmacy. Your existing agreement with the pharmacy may need to be amended if they currently order prescriptions on your behalf but this can be organised for you by the POD.

If you have a current arrangement with a pharmacy to deliver your prescription then this will still continue.

Once you have made the telephone call, your prescription will be authorised by your usual GP in accordance with their normal time frames and will then be sent to your nominated pharmacy within 48 hours.

**Call NHS Prescription Ordering Direct (POD) on 01952 580350**



## Patient Participation Group What is it and what does it do?

Some of you will be aware that, like other practices in the area, Linden Hall has its own Patient Participation Group. The PPG was initially formed by inviting patients to join the group, with the aim of improving services the Practice offers.

Currently the group has up to 12 members who meet every 6-8 weeks to discuss various issues and matters that can or could affect the Practice or its patients. These include communication with patients and how it can be improved to be more effective, patient surveys to improve services offers, and how you, the patient, currently feel how the Practice performs, does it perform to your expectations?

The Chair is Dr Waldendorf, who also brings items for discussion by the Group.

Should you wish to raise anything that you believe should be discussed by the group please email:

**[lindenhall.reception@nhs.net](mailto:lindenhall.reception@nhs.net)** marking it for the attention of the PPG or leave a note at reception, outlining your view, comment or concern, and if you would like a personal response from us.

The Group is always looking for further input from patients and ideally it would be good to have patient representatives from across all age groups.

**Should you feel that you could be part of and contribute to the PPG, please leave your details at reception.**

## Opening Times:

### Newport:

Monday to Friday:  
8:00 to 18:00

### Evening surgeries:

Tuesdays and Wednesdays  
until 20:20  
(prebookable  
appointments only)

### Muxton:

Monday to Friday:  
8:00 to 17:00