



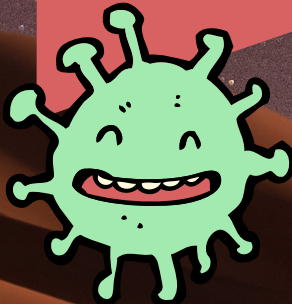
OCTOBER 2022

# REMINDER

Please allow 48 hours' notice for prescription requests.

If you are requesting online and it says you are due a review, please do not call us - request in the usual way and we will contact you if we need to book you in.

We have flu clinics throughout October-December including weekends, early mornings and half-term appointments. Don't forget to book in if you are eligible to help protect you and your family this winter.



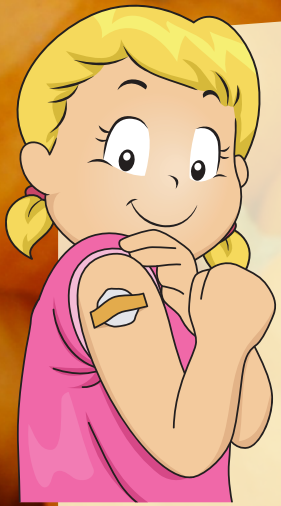
FLU  
FLU  
FLU



Chaplaincy is a service provided in partnership with the local Parish church, who provide trained volunteers in listening and guidance to people of some faith, any faith or no faith, as a service to the community, based in the Windmill Practice. They are very skilled in supporting people with bereavement and loss of any sort. If you would like to make an appointment please contact Reception.



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**The Windmill Practice | Facebook**



## Is your child overdue any of their vaccinations?

It's important that vaccines are given on time for the best protection but if you have missed any, please contact us to catch up.



**STOP TOBER**

**PLEASE NOTE WE ARE  
CLOSED ON TUESDAY  
22ND NOVEMBER FROM  
12:30 FOR STAFF  
TRAINING.**

Giving up smoking is one of the best things you'll ever do for your health. There are lots of other benefits too, and they start almost immediately.

It's never too late to quit, so join the thousands of people stopping smoking this October. Click the link below for details of how to access Stub It - the local stop smoking service or visit Quit smoking this Stoptober - Better Health - NHS ([www.nhs.uk](http://www.nhs.uk))

### Queue in Reception?

If you have an appointment, please use the self-check in screen to help reduce queue times

**Stub  
it!**

**STOP  
SMOKING  
SERVICE**

# HELP US

*Help You*

You may have heard from us or in the news that all GP practices are incredibly busy right now. This is because patient demand is increasing but funding, staff and resources have stayed the same, or decreased. This means we can't simply employ more staff and it is up to NHS England, not the practice, whether practices can stop registering new patients.

We understand it's frustrating to be kept on hold or in a phone queue, to be asked to call back another day, to have to wait a bit longer than usual for an appointment or for your appointment to run late. We do understand. We are patients somewhere too. This does not give you the right to shout at or be rude to our staff. Our amazing team come to work because they want to help patients like you and do not deserve to be treated badly because of problems that are out of their control. Please treat our staff with the respect that they deserve. We are trying our best and the practice will not tolerate aggressive or threatening language or behaviour and we will remove patients from our list who are not able to follow this policy.

## SEPTEMBER ACTIVITY

EVERY DAY, ON AVERAGE WE:

RECEIVED 518 INCOMING CALLS

HAD 237 APPOINTMENTS - (44% FACE TO FACE)

VISITED 1-2 PATIENTS AT HOME

ISSUED 894 MEDICATIONS

REGISTERED 3 NEW PATIENTS

PROCESSED 63 RESULTS

MADE 14 HOSPITAL REFERRALS

**PLUS  
MUCH  
MORE**