# The Bosmere News – December Edition

## Did you know you can leave us feedback?

Our feedback forms are a great way for you to share your thoughts with us.
If you have had great service at the Practice, or if you believe there is something we need to work on, we would love to hear from you!

Please visit our website https://www.bosmerepractice.co.uk/feedback or pick up a form from Reception to submit your comments.

*'All staff members are highly skilled, kind, patient and empathetic.'*

*'The staff are always efficient, patient and polite.'*

*'Nothing was too much trouble.'*

*'Pleasant staff, rapid service.'*

*'Overall, brilliant service.'*

*'First class, as always.'*



## Staff Changes

As you may be aware, Dr Schaeper leaves Bosmere at the end of the year. We would like to thank her for her hard work and dedication to the Practice, and wish her a very happy retirement!



We are pleased to welcome two new GP's to the team, Dr Frances Harris and Dr Kaung Han.
We also look forward to welcoming Dr Freya Yoward in January 2025.

We also have had two new additions to our Nursing Team, as we welcome our new Healthcare Assistant Victoria, and prescribing Nurse Practitioner, Rachel.

## Meet our Practice Manager! Helen Pinder



I've been the Practice Manager at Bosmere since 2020 and have been a practice manager since 2008.. I qualified as a nurse in 1979 and began a career in paediatrics, specialising in neonatal care. I married in 1984, and due to my husband, being in the RAF and being posted on a regular basis I began a very eclectic career spanning community nurse, specialist respiratory nurse, pharmaceutical company trainer, clinical research, EMIS trainer and finally practice manager.
I love my current role here at Bosmere and am so blessed to work with a great team of managers, doctors, nurses, and admin staff.

*If you could be any animal, what would you be and why?*
I would love to be a hippo, who wouldn't? Hippos spend most of their days submerged in water, keeping cool while soaking up sun rays - sounds like a dream job to me!

*What was your childhood dream career?*
Strangely I always wanted to be a nurse, and one at St Bartholomew's Hospital in London. I remember seeing the hospital on an episode of Blue Peter and it became my ambition. Fortunately for me I achieved my dream and have many happy memories of being a 'Barts' Nurse.

*Who would be your dream dinner party guests?*
Elton John as I have always loved his music, and I think he has had an interesting life.
Jack Whitehall and his father as I love the relationship they have; they just make me laugh.
Maggie Smith as she was such a brilliant actress, but I would like her to attend as The Dowager Duchess from Downton because of her brilliant put down lines, and finally Jamie Oliver so that he could do the cooking!

*Would you rather have hands for feet or feet for hands?*
Definitely hands for feet so that I have 4 ways to hold my much-needed coffee in the morning!

*If you could have any superpower, what would it be?*
I would like the superpower of time manipulation so that I could achieve everything I need every day, and I might even win the lottery!

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## Monthly Statistics!

In November, we:

- Answered 12,708 telephone calls from external callers.
- Received and dealt with 2345 pathology results.
- Actioned 7064 repeat prescription requests.
- Received and actioned 1059 eConsult's.

## Missed Appointments

Did you know each time an appointment is not attended, it costs the NHS a minimum of £60 per doctor's appointment and approximately £30 for a nurse appointment.

Below are the figures showing in total how many appointments were missed at Bosmere throughout August, September, October and November:
August: **127**
September: **185**
October: **363**
November: **168**
December (1st – 16th): **122**
**Total: 965** missed appointmen 18 week period.



If you are unable to attend your appointment, we have a dedicated cancellation line. Please ring 02392 476 941 and press option 1 to cancel your appointment. This is an unmanned line and your message will be actioned.

## Flu Vaccinations – Book Until March!



We will be offering Free Flu Vaccinations to all eligible patients until the end of March 2025.

Please contact the Practice on 02392 476 941
or use your Patient Access account to book an appointment online.

## Pharmacy First Service

Did you know that you are able to visit community pharmacies for advice and treatment of seven minor illnesses and ailments?



The pharmacist will be able to advise on self-care methods and offer safety netting advice, and can even prescribe prescription-only medicines without the need to contact your GP, if deemed necessary.

The main seven ailments that can be treated at the Pharmacy are as follows:

| Clinical Pathway | Age range |
|---|---|
| • Acute otitis media* | 1 to 17 years |
| • Impetigo | 1 year and over |
| • Infected insect bites | 1 year and over |
| • Shingles | 18 years and over |
| • Sinusitis | 12 years and over |
| • Sore throat | 5 years and over |
| • Uncomplicated urinary tract infections | Women 16-64 years |

For more information, and to find participating pharmacies, please visit:
https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/

## Upcoming Practice Closures

Tuesday 25th December – Christmas Day
Wednesday 26th December – Boxing Day
Wednesday 1st January – New Years Day

## Training Dates

Tuesday 25th February (from 1pm)

**We would like to take this opportunity to thank all of our patients and their families for their ongoing support and to wish you all a very Merry Christmas and a Happy New Year!**