



NEW YEAR – New Beginnings

We understood and identified with the frustration some of our patients experienced when trying to navigate our appointment system. This is certainly a national issue but, in an effort, to combat the increasing pressures of winter, and rising patient demand we have reviewed our practices and began a trial appointment system that commenced 3rd January 2023.

This new system provides appointments released at 8am Monday – Friday for minor, acute, pressing conditions. You will be asked a few questions by the reception staff to ensure the appointments are allocated correctly.

All non-acute appointments are available to pre book online, or over the phone - you will not need to visit the surgery or call at 8am, with a combination of morning and afternoon appointments available. We request that patients call from 11am onwards for non-acute appointments to avoid what has become a stressful time for both patients and staff.

Unfortunately, the surgery cannot function as a walk-in Centre and hopefully this trial will improve overall access.

The practice needs your help

10% of patients do not attend their appointments. PLEASE think of others and either cancel online or phone the surgery so the valuable appointment time can be allocated to another patient. If we could reduce these numbers, in conjunction with the new appointment system trial, hopefully we can be more effective in attending to the needs of our patients.

We the Patient Participation Group (PPG) would like to share with you an interesting and potentially lifesaving site that shows you the public access to defibrillators in the local community. Simply enter your post code or area of interest and the locations will be shown <https://www.defibfinder.uk>

If you believe a person has suffered a sudden cardiac arrest (SCA) first ring 999 and ask for the ambulance service. They will advise you on what action to take and help you with the location of the nearest defibrillator and will guide you through the best action.

CONTENTS

1. Trial Appointment System
2. Flue Advice
3. Warm Hubs
4. Help with going into hospital
5. Defibrillator information

WANT TO MAKE AN APPOINTMENT?

There are three ways to make an appointment at Walnut Tree Health Centre:

1. On-line via:

www.walnuttreehealthcentre.co.uk

You will need to register for this facility with reception.

2. By telephone on 01908 691123

3. In person at the surgery

The practice also has a facility for patients to be seen at a network of practices across Milton Keynes. Ask the practice receptionist to assist you in making an appointment.

Details and a wealth of information can be found on the website practice

www.walnuttreehealthcentre.co.uk

[Find us on Facebook](#)

We kindly ask all patients with the following symptom to wear a mask when visiting the surgery:

- Coughing
- Sneezing
- Runny nose
- Throat pain
- Raised temperature

Respiratory infections can spread easily between people, and it is important to be aware of symptoms. Face masks are available at the surgery entrance and reception.

LET'S PROTECT FRIENDS AND FAMILY FROM CATCHING GERMS

The winter is upon us again and with that comes cold and flu bugs – please consider getting your influenza jab to help fight the infections. Flu is spread by germs from colds and sneezes which can live on hands and surfaces for 24 hours.

To reduce the risk of spreading flu

- Wash your hands often with warm soap and water
 - Cover your mouth and nose with a tissue when you cough or sneeze
 - Bin used tissues as quickly as possible.
 - Try and stay at home and avoid contact with other people if you have a high temperature or feel unwell.
- STAY WELL AND STAY SAFE

ARE YOU GOING INTO TO HOSPITAL?

If you are going into hospital for a planned procedure let the surgery know two weeks before and one of our Care Coordinators will give you a call. We'll check that you have enough medication for your stay and discuss sick notes, outpatient prescriptions and follow up appointments. By helping in this way we hope to reduce the natural stress you may experience. You can either telephone the surgery or drop us a line via www.walnuttreehealthcentre.co.uk and click on RECEPTION & ENQUIRIES then "Ask a receptionist a question" FAO the Care Coordinators.

WARM HUBS IN OUR AREA

For many in our community times are hard both financially, and emotionally. The Community Engagement Committee has thoughtfully arranged WARM HUB facilities at the Walnut Tree Pavilion on for Mondays from 18:00 until 21:00 and Tuesdays from 10:00-13:00. A warm hub is also available on Tuesdays 9:30 – 11:30 at Kents Hill Church. These will initially run until the 28th February. Visitors will be offered warm drinks, and snacks. Also available will be Wi-Fi, newspapers and more importantly company in a safe environment.

IMPORTANT DATES TO REMEMBER:

Friday 30TH September and Friday 7th October 2022 FLU VACCINATION CLINICS.

YOU WILL BE CONTACTED BY THE PRACTICE - SAVE THE DATES.

The surgery will be closed from 12:30 – 16:30 for Protected Learning Time – 22.09.22, 20.10.2022 and 23.11