

# Easter Newsletter

## New Phone Systems—Spend Less Time Holding!

We understand that being stuck in a phone queue during peak times, even for something simple, can be frustrating. You will be pleased to hear we have now added a ‘callback’ facility to our current telephone system.

When you are 5th or higher in the queue, you will be offered a ‘callback’ option if you do not wish to hold. If you choose the option for a callback by pressing ‘zero’ on your keypad, the system will confirm that your position in the queue has been saved so you may now hang up. When you become first in the queue, the system will call you back and all you need to do is answer your phone to begin talking to a receptionist. **\* Please note that if you miss the callback you will lose your place in the queue and you will need to call us again.** We hope this new system improves patient contact with us.



Don't dismiss the early signs of a heart attack

A squeezing across the chest. A feeling of unease. It's never too early to call 999 and describe your symptoms.

Call 999 Help us help you

**111**

Large print version

Get to the help you need Use 111

If you need urgent medical help but you're not sure where to go, use 111. Call, go online or use the NHS App.

111 Help us help you

UK Health Security Agency

**How to keep antibiotics working**

Andi Biotic approved

Don't take antibiotics for colds and flu. They won't work

Don't save leftover antibiotics for later, they don't work

Take them as directed by your GP, nurse or pharmacist

KEEP ANTIBIOTICS WORKING

Scan the QR code to find out more

Good Friday/Easter Monday

Due to the long weekend of Good Friday (18th April) and Easter Monday (21st April), we recommend you check your medication and ensure you have sufficient to last over the Bank Holiday Weekend. Please contact us ASAP if you do need a

### Inside this issue

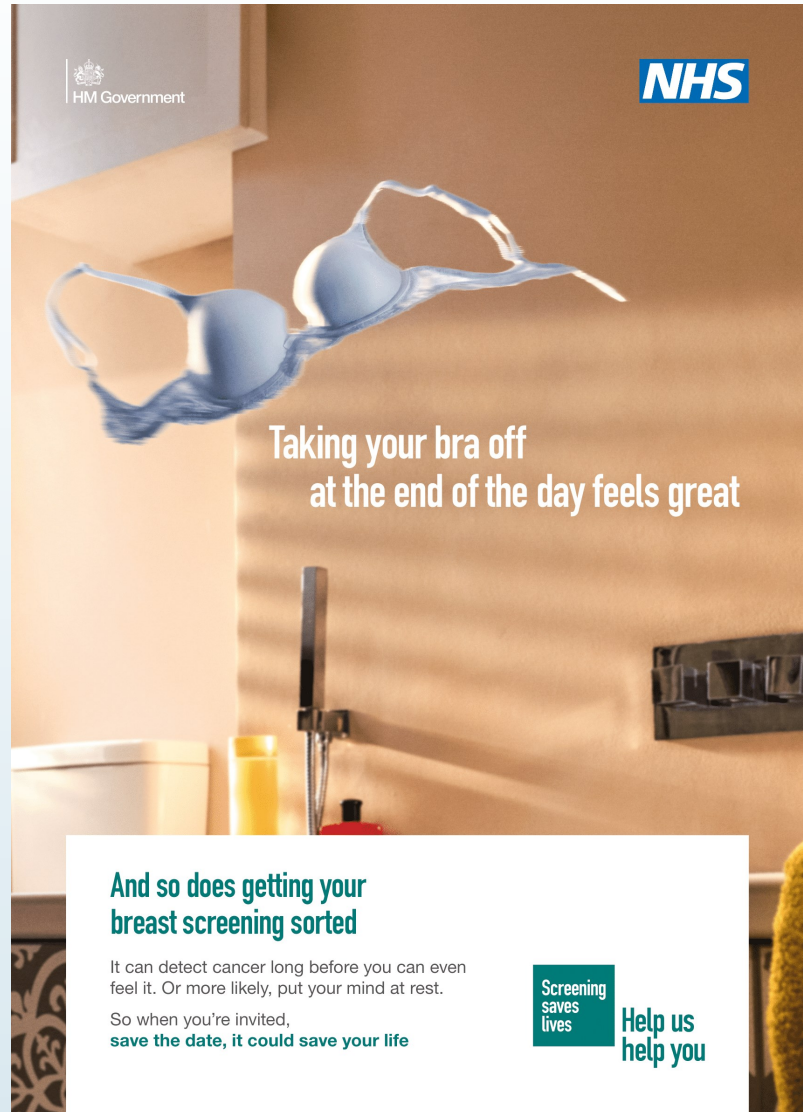
- New Phone Systems
- Long Easter Weekend and requesting medication
- Pneumococcal Vaccinations & Covid Vaccinations
- British Liver Trust

## Covid, Pneumococcal and Shingles Vaccinations

We are currently inviting patients who are eligible for the Spring Covid vaccination—over 75 year olds, patients in care homes and immune-suppressed patients. Invites for the Covid booster will be sent via text, allowing you to self-book an appointment in a specific clinic.

We will also be contacting patients who are eligible for shingles and pneumococcal vaccinations during the spring/summer months.

We hope to lessen the number of vaccinations patients need to have during the winter months when we also offer influenza and covid vaccinations in addition to shingles and pneumococcal vaccinations.



HM Government

**NHS**

Taking your bra off at the end of the day feels great

**And so does getting your breast screening sorted**

It can detect cancer long before you can even feel it. Or more likely, put your mind at rest.

So when you're invited, **save the date, it could save your life**

Screening saves lives

Help us help you

BRITISH  
LIVER  
TRUST

Every day,  
**over 40**  
people die  
from liver  
disease in  
the UK



We're supporting the Sound the Alarm campaign

## British Liver Trust

The British Liver Trust aim to reach those in need of information and reassurance to anyone affected by liver disease or liver cancer. Their website has a plethora of resources available for patients, healthcare professionals and general populus alike to get the facts on liver disease, which is stated to be 90% preventable when detected.

Scan this QR code to find out more.

