

We would like to wish all of our patients a Healthy Christmas and Happy New Year.

**Information on practice activity during the month of October**

Reception, dispensary and admin teams answered 2,993 telephone calls.

262 patients received a successful call back on the telephone system instead of waiting in the “queue”.

Dispensary issued 2,138 medications to patients we are approved to dispense to – this is in addition to the 1,831 prescriptions with multiple items also produced by the team for pharmacies to issue medications for our patients.

We performed and actioned 651 pathology tests.

We completed 196 medication reviews.

We performed 2,812 consultations from appointments.

We referred 203 patients to secondary care/hospitals.

Sadly, we had 87 appointments wasted due to patients not attending and not informing us in time to offer the appointment to another patient. This equals around 15 hours of appointment time.

We unfortunately experienced a lot of staff illness and were without a member of staff for 15 out of the 31 days of the month.

**Staff updates**

Further to recent media coverage, we wish to reassure patients that we do not currently employ any Physician Associates.

**Medication ordering over Christmas period**

Please note that we are only closed on Christmas Day, Boxing Day and New Year’s Day. There is no need to amend your usual order. Dispensary will accept early orders during this time frame to avoid unnecessary stress or delays over the Christmas break.

**Flu vaccines**

We still have flu vaccines available for eligible patients – please telephone reception to book.

**ADHD referrals**

We have added some information onto our website for patients, due to the increase in demand for referrals over the last few years and the current waiting times for NHS referrals. We follow the NHS Gloucestershire pathway for referrals and treatments.