



Welcome to our new newsletter and the relaunch of The

FRIENDS OF EVEREST HOUSE (FOEHS)
Patient Participation Group (PPG)

We would welcome anyone who may be interested in joining with us to help shape Everest House Surgery into a new future within the changing NHS

For more information about FOEHS please email us on foehppg@yahoo.com

Keep a look out for our New Facebook and Instagram pages coming soon.....

EVEREST HOUSE SURGERY APPOINTMENT BOOKINGS

As you are aware Everest House along with most other GP Practices, has been using a new online appointment system for ALL GP appointments.

This has now been in operation for a while and is a fast and efficient way to get the **RIGHT** treatment for **ALL** clinical needs.

You may still call the main telephone number 01442 500 164 if you don't have access to online bookings or if your GP has advised you to make a booking. You can access the online system by going to the practice website; www.everesthouse.co.uk where you can also find useful information and practice news.

Remember, if you feel that you're condition is an emergency, please dial 999
You can also call 111 NHS Direct, if you need to further medical advice.



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This autumn your little one has a super power waiting for them – and it's just a spray away!

All children aged 2-3 years are eligible for a free NHS flu vaccine, which is given as a quick, painless nasal spray.

No needles, no fuss – just a powerful shield to help protect them from flu.

Flu isn't just a cold in disguise, it's a serious virus that can knock little heroes off their feet. It can cause a high fever; sore throat; cough and fatigue; chest or ear infections and can even lead to an hospital stay in some cases.

Young children are especially vulnerable, but with the flu vaccine spray, they can fight off flu.

WHY FLU VACCINATION MATTERS FOR YOUNG CHILDREN

- **Flu spreads easily and young children are often the ones who catch it first and pass it on to others.**
- **The nasal spray is quick, safe and painless. No injections, just a small spray up each nostril – done in seconds!**
- **Having a child with the flu can also be disruptive for parents if you need to take time off work or find alternative childcare.**
- **The Flu virus changes each year, which is why the vaccine is updated annually. Even if your child had the spray last year, they'll still need it again this year to keep up their superpowers and stay protected.**
- **By vaccinating your child, you're not just protecting them, you're helping to protect the whole family, including grandparents, siblings and others who may be more vulnerable to serious illness.**

HOW DO I GET THE VACCINE?

- **If your child is aged 2 or 3, they can have the flu spray here at the surgery or at any pharmacy. Further information can be found in the **WINTER VACCINE PROGRAM 2025** section below.**
- **If they're at school, look out for the letter explaining when they will get their vaccination – and remember to fill out the consent form the school sends you!**
- **Children who have certain health conditions that make them at higher risk from flu, can also have a vaccine from aged 6 months. For these very young children, the vaccine is delivered as an injection and not as a nasal spray.**

IF YOU HAVE ANY QUESTIONS OR FOR FURTHER ADVICE, PLEASE CONTACT EITHER THE PRACTICE OR PHARMACY.

We'll be happy to talk things through with you

Winter Vaccine Program 2025

- This year we will be holding a special Children's flu clinic which will take place on Saturday September 20th as mentioned above. If this is not convenient, you can book an appointment during the week by contacting the practice and booking this through reception.
 - Flu clinics for eligible patients will be on the 4th & 18th October
- For the first time this year, there will be a **"FluVid"** clinic allowing patients to attend for both vaccines at one appointment.

These will be available for eligible patients and enable patients to have both vaccines in the one visit. Eligible patients should have already received invites for them to book directly into clinics. If you haven't received an invite, please be aware that these are still being sent out.

If you feel that you are eligible for the vaccines and have not received an invite by September, or if you have any difficulty making an appointment, please contact the practice and we'll be happy to assist you.

Practice statistics:

- Did you know that there were 147 missed appointments last month – that's a total of 24.5 HOURS of wasted clinical time!!!
- For the period 12th August to the 10th September:
- Average queue time to answer calls was 3m37s for 5949 inbound calls.
- Only 38 patients requested a call back
- And 2074 eConsults were submitted

Spotlight:

Over the coming Newsletters we will be featuring an insight into one of our team. This will be a chance for them to tell their story and give you the chance to get to know more about the different roles they have within the team.

In our practice we have a paramedic, a mental health worker, 2 musculoskeletal practitioners and a clinical pharmacist.

This means patients can see the most appropriate professional more quickly!



SPOTLIGHT

This quarter we're delighted to introduce a new face to our team – our Paramedic, Charlie.

Bringing a wealth of experience in urgent care and frontline support, Charlie will be working alongside our GPs and nurses to provide timely care, help manage same-day appointments, and support patients with a wide range of health needs. We're excited for you to get to know Charlie and the valuable role he'll play in enhancing our services.

Charlie what made you switch from the ambulance service to working in a GP Practice?

I made the switch from ambulance service originally to work in A&E. After gaining some experience there, I wanted a role that offered continuity for patient care which allows me to get to know my patients well.

What's your favourite part about helping patients in this setting?

My favourite part about working in primary care is building relationships with the patients that I see regularly. This makes for a positive workday and builds trust between clinician-patient.

Can you tell us about a time when your paramedic skills really helped a patient here?

I saw a patient that self-presented to the surgery that was quite short of breath. I saw them and recognised he was showing signs of a pulmonary embolism and arranged an ambulance to take them to hospital where they were appropriately treated

What do you wish more patients knew about paramedics in General Practice?

That we can often see you for a range of problems outside an emergency and provide appropriate treatment and advice for these conditions.

Just for fun—what's something about you that might surprise the patients you see every day?

I'm one of 6 sets of twins in my family!