

2018 may have been memorable so far for snow, disruption and some unwelcome bugs but Spring is definitely on its way. The first signs of colour are appearing in the countryside and the days are getting lighter.

These longer days mean our thoughts naturally turn to summer. If you're planning a trip, make sure you're protected with the right vaccinations, especially for long-haul destinations. In this edition, we're also delighted to give you an update on our CQC visit – it's very satisfying when our practice and services to patients are praised. Thank you for all your support. Make the most of the gentler weather and enjoy reading our newsletter: we'd love to hear what you think!

Flu flew off the shelves!

We've been offering the flu vaccine for the last 8 years: this year, our vaccine of choice was the four strain vaccine. It was so popular, it sold out! The Department of Health have only just announced that from next year, the four strain vaccine will be their vaccine of choice so we were ahead of the game.

You'll be reassured to know that we have already placed our order for four strain vaccines for next season (available from September) so look out for our flu mailshot late summer to make sure you're protected next season. We'll be offering 'Ring and Reserve' so that we can meet demand and guarantee you your jab.

Vaccine shortages

Don't leave arranging your summer holiday travel vaccines too late. Why? Over the last 12 months, there has been a severe worldwide shortage of some of the most popular travel vaccines including Hepatitis A, Hepatitis B and Tetanus.

Last year it was Typhoid which was rare. Hepatitis vaccines have been so short that the Department of Health took the unprecedented step of issuing temporary written guidance for administration of the scarce jabs to save doses for people travelling to countries presenting the most risk.

Thanks to careful liaison with our suppliers, we have maintained our supply of vaccines during this shortage. As a result, we have been able to vaccinate everybody who has contacted our clinic. Many of these customers had been referred by other clinics and NHS practices. Some people have travelled quite some distance to get their vaccines.

We expect the availability of vaccines to improve over the coming months but please feel free to ring and reserve your vaccines - that way, we can guarantee you will complete your course.

Appointments always available

Call **01483 230481** or book online **WWW.SURREYGP.COM**



Ask The Doc

Which services would you like to expand over the next year?

That's a good question – we'd like to add EASA aviation medicals for pilots to our repertoire of services.

Including this enhanced service will mean investing time and resources, but we're committed to doing so, and hope to be in a position to offer Class I, II and III medicals later in 2018.

If there's anything you'd like to 'Ask The Doc', please let us know!

Weight Loss Injections

We are now offering Saxenda injections to aid weight loss.

Call us for more information



Follow us on Twitter
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Parallel House | 32-34 London Road
Guildford | Surrey | GU1 2AB

t. 01483 230481 / 0345 4599972

e. enquiries@surreygp.com

f. 01483 230478

CQC Inspection We've been under the microscope...

In early November 2017, we received notification that the CQC were coming to inspect within a month. This was our second full inspection post registration. The two inspectors were with us all day and found that we had met all the fundamental standards.

Private practice inspections have changed since the last inspection and we are no longer rated – the best outcome for us would be to have met the standards, and this is what we achieved.

This was a tremendous outcome for us: to have two fellow professionals come and forensically analyse our methods, systems, care and professionalism and to give us the proverbial thumbs up!

We are delighted with their findings – you can read the complete report here:
www.cqc.org.uk/location/1-1296249638

Don't frown!

Dr Lewis has been offering line-smoothing injections to the forehead, eyes (crow's feet) and bridge of nose for over 8 years now. Lots of our customers are still attending after this time, so pleased are they with the results! We don't publish before and after photographs on our website but the results are truly amazing.

We offer this service every day in our normal clinic – it's very discreet and complete confidentiality is guaranteed. You'll be offered a follow up at 10 days to check on progress. Many ladies and gentlemen opt for this sort of treatment - it is quick and well tolerated. We have an expanding list of happy customers, why shouldn't you be the next one?

In your words...

We love hearing from you! You can count on us to read all the feedback we get, it helps us tailor our service to what you expect and deserve. It's even easier now as we can collect feedback immediately after your visit, thanks to a tablet device linked to specialists eKomi.

"The help on the phone from Louise was exemplary and Dr Lewis was professional, kind and caring. I would definitely recommend the practice to friends and want to say a big thank you to everyone there."

"Although I left the surgery about 6.30, Dr Lewis telephoned with the results before 10am the following day!"

See www.ekomi.co.uk/review-surreygpcom.html for the latest comments.

Don't forget... Online booking is available for all appointments!

Same day appointments are usually available.

Call **01483 230481** or book online **WWW.SURREYGP.COM**

Team News

Chloe started her maternity leave back in August and we can report that mother and son are thriving. She's been back in the office to help out on ad hoc days as part of the keeping in touch scheme.

We are delighted to have welcomed Aleksandra to the team in March. She will be undergoing a rapid training programme so that she can be as helpful on the phone as Louise and Laura are as quickly as possible. Aleksandra comes from a strong background in excellent customer service and lives locally.

Need to book an appointment for tomorrow?

Why not take advantage of the [online booking facility](#) on our website? We always leave appointment space for the next day to make things easier and more convenient for you.

Home Visits

Out of office hours, we realise that you may still wish to book a home visit so very soon you'll be able to do this online, easily and securely. No need to worry if you can't make it to surgery. We'll come to you!

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