



## STAFF NEWS

- We have a new GP Registrar (a fully qualified Doctor who is now specialising and training to be a GP) and welcome Dr Melody Chindeka to the practice she will be with us until August 2015.
- Welcome to our two new members of staff, Practice Nurse Debbie Allen and Receptionist Catherine Williams. Debbie has come into practice nursing in 2004 after working in the Coronary Care Unit at Derby. She has a particular interest in diabetes, asthma and COPD. Catherine will be working with us for the next year. She has just completed her A levels and will be going to university next year to study midwifery.

## Over 65 or in an at risk group ?

### Don't forget your Flu jab.

If you have missed a clinic you are welcome to come along to one of our outreach clinics.

**Mon 20th Oct. 12 o'clock Nelson Arms, Middleton**

**Thur 23rd Oct 11.30am Kirk Ireton Methodist Church**

**Thur 30th Oct 1pm Brassington Village Hall**

If you haven't been to one before be sure to come along early, the nurse stays for as long as there are people waiting and then comes back to the surgery!

If you can't manage to get to one of these please telephone reception to make an appointment with treatment room in the usual way.

Children aged 2/3/4 are also advised to have Flu vaccine .

This year it will be a nasal spray and special clinics have been arranged for them on the 6th Nov 9 - 12 & 13th Nov 3 - 6

Please telephone to make an appointment



### The Hannage Brook Annual Active Children Bursary Award

The GP partners in 2011 established this bursary of £200 to be awarded each Autumn to a local children's sports team or club. This reflects the practice's commitment to our local community and our interest in encouraging children to keep fit. This year the award has been given to Derwent Hockey Club to benefit their junior members.

If you are involved with a sports team/club and wish to apply for the award next autumn please contact Sandy Tomlinson, Practice Manager.



Christmas is round the corner. We will be closed on Christmas Day and Boxing Day Thursday 25th and Friday 26th December , re opening on Monday 29th. We will also be closed on New Years Day, Thursday 1st January.

Please make sure that you have ordered enough medication to last over the Christmas and New Year closures.



## Patient Feedback

Your comments and suggestions are welcome.

We listen to what you say and we use your comments to help us to review and improve the service we provide to you. Often we will discuss comments at our team meetings and think about ways that we can make things better for our patients. In the past discussions have resulted in changes being implemented that have benefited all of our patients, so please share your thoughts and ideas with us.

There are lots of ways to do this....

You can put your comments in our suggestion box (just below the arrival screen)

Speak to a receptionist or Practice Manager person or by telephone

Contact a member of our PPG (see our website or their noticeboard in reception for details)

Complete the feedback form on our website ([www.hannagebrook.co.uk](http://www.hannagebrook.co.uk))

Log onto NHS Choices ([www.nhs.uk/Services/GP](http://www.nhs.uk/Services/GP))

Add a comment on CQC website (<http://www.cqc.org.uk/search/services/doctors-gps>)



The Friends & Family Test

From 1st December 2014 we will be required to undertake the NHS Friends and Family Test (FFT). We have yet to receive guidance as to how this will work in our practice but it will involve patients being given feedback forms and a 'FFT box' being displayed in the waiting area for posting responses. The standard mandatory question asked will be 'would you recommend this practice to your family and friends?' The practice will then add an additional question which we will change at regular intervals. We are working closely with your PPG to devise these questions.

### Online Access to Medical Records

This will take place with effect from 1<sup>st</sup> November 2014.

You will need to have access to our on line services (please ask at reception or visit or website for information)

You will be able to access a summary of your records which contains

- Allergies and adverse reactions to medications
- Repeat medication

You will also be able to request access to your full medical record from March 2015 which in addition to the above will also enable you to see the following.

- Appointment history
- Medical history
- Results of investigations and tests
- Vaccinations and immunisations
- Letters to and from your GP



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[www.hannagebrook.co.uk](http://www.hannagebrook.co.uk)

And click on the link "sign up to receive the Practice Newsletter"



For urgent medical help outside our opening times dial 111

For life-threatening emergencies dial 999

