

HANNAGE BROOK MEDICAL CENTRE

Hannage Way, Wirksworth, Derbyshire DE4 4JG Tel 01629 822434

www.hannagebrook.co.uk

The Partners and staff wish all our patients a Merry Christmas and a Happy New Year!



Seasonal Flu campaign

GPs at the surgery strongly advice anyone who is over 65 years old or has one of these eligible long term conditions -

- ◆ **Chronic respiratory disease**
- ◆ **Heart disease**
- ◆ **Kidney disease**
- ◆ **Liver disease**
- ◆ **Diabetes**
- ◆ **Neurological disorders**
- ◆ **Immunosuppressed**

- to contact the surgery to make an appointment for the flu vaccination.



This is because if you are over the age of 65 years or have one of these conditions you are at increased risk of catching flu and developing complications.

We have already given flu jabs to 2000 patients so far this winter. We still have a small supply of vaccines left so if you fall into the eligible categories and just haven't got round to attending the drop in clinics or making a 5 minute appointment in normal surgery time there is still time - just telephone reception to book an appointment.

Mobile phone numbers

Please make sure we have your up to date mobile number as we use these to send appointment reminders, flu vaccine reminders and also sometimes to contact you if we need to rearrange appointments urgently.



Teenagers over 16 – it's likely that we will still have your parents' mobile number on your records. Please update us so we can maintain your confidentiality!



CHRISTMAS

OPENING TIMES:

The surgery will close at 4.30 on Christmas Eve Tuesday 24th December and re-open at 8.00am on Friday 27th.

NEW YEAR

OPENING TIMES:

The surgery will close at 4.30 on New Years Eve Tuesday 31st December and re-open at 8.00am on Thursday 2nd January.

WHEN WE ARE CLOSED:

You should call 111 if you need urgent medical advice or help when the surgery is closed, but it is not a 999 emergency. Calls to 111 are free from both landlines & mobiles.

If you phone the normal surgery number, 01629 822434, when the surgery is closed, a recorded message gives you a reminder of the out of hours contact details.

In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.



Staff news

We welcome Dr Phil Packer who joined us as a GP Registrar in August this year and will be with us for a year.

Our current 2nd GP Registrar who is with us for a 4 month placement until April 14 is Dr Rob Adams.

Louise Owen, our previous Assistant Practice Manager, has moved on to manage a practice in Nottingham. We are delighted to welcome Marion Jones who joined our practice as our new Assistant Practice Manager in November.



Website and NHS Choices



We have recently noted an uptake in people looking at these. For e.g. in the first 2 weeks in December over a 1000 people looked at our website.

If you looked and didn't find what you were hoping to find let us know – we are continually evaluating and trying to improve our website.

Patient Participation Group

A big thank you to our PPG for all the help they have given the practice over the last year. Look out on the website or in the surgery for the next

PPG meeting date and come along to discuss our survey results and help formulate and approve the Survey Action Plan.

If you can't get along to PPG meetings but would like to receive email updates via the PPG email database please let us have your details.



Carers coffee morning

Another successful carers coffee morning was held at the surgery in November.

We are continually adding to our register of patients who are also a carer and use this list to invite patients to these events. If you are a carer and would like to be invited please let reception know.



Saturday Flu drop in clinic – tea & coffee table

Thank you to all those patients who made a donation - we raised £62.73 which this year has been donated to St John's Ambulance Service

Practice staff training

All practices are allocated training dates when they can close for staff training in the afternoon and the Out Of Hours service covers for us.

We apologise for any inconvenience this causes to patients.

Our closure times are advertised on our website and in the surgery well in advance. For the first quarter of 2014 these dates are:

- 15th January
- 19th March
- 16th April

An Antibiotics Awareness Day took place in November



Colds and most coughs, sinusitis, otitis media (earache) and sore throats often get better without antibiotics.

Why you should only take antibiotics when they are needed?

Bacteria can adapt and find ways to survive the effects of an antibiotic. They become 'antibiotic resistant' so that the antibiotic no longer works. The more you use an antibiotic, the more bacteria become resistant to it.

Antibiotic-resistant bacteria don't just infect you, they can spread to other people in close contact with you. Some antibiotics can cause allergic reactions such as rashes, being sick if you also drink alcohol and reactions to sunlight – and other symptoms.

Stop Smoking Campaign

Did you know there is a Stop Smoking Group that takes place at Hannage Brook every Wednesday afternoon?



Derbyshire County Stop Smoking Service
0800 0852299
NHS Smoking Helpline
0800 1690169
www.smokefree.nhs.uk

There is also a 'Stop Before your Op' campaign being run at Derby Hospital

Research suggests that stopping smoking before an operation improves the safety of the procedure, with fewer complications and better wound healing.

Dr Chris Whale, Consultant Chest Physician for Derby Hospitals NHS Foundation Trust, said "Smoking cessation is one of the most cost-effective interventions in healthcare. We need to help smokers to stop before their operation. If a patient requiring surgery can abstain from smoking beforehand, it will make their operation safer."

2013 Annual patient survey

Thanks to all those patients who have taken the time to complete our annual survey form. We had a fantastic response this year with over 500 patients completing the questionnaire.

We are in the process of analysing the results and with the help of our Patient Participation Group formulating an Action Plan to address the most common points raised. Thank you for these comments and also thank you for all the positive comments about the service that we provide. These give our hard working and dedicated practice team a real boost at this very busy time of year.

Don't just let us have your ideas and comments at survey time though - you can leave comments and suggestions at any time of year. These are always then discussed at our monthly practice team meetings.