



HANNAGE BROOK MEDICAL CENTRE

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Patient Newsletter Issue 8 ~ Summer 2012

What happens when you telephone the surgery for an urgent appointment?

Did you know that over the last year at Hannage Brook we have changed the way that you book urgent appointments?



We are now 'triaging' all requests for same day appointments. This means that if you think that you need urgent medical attention that day and you don't feel that your problem can wait our receptionists will book a time when a Doctor will call you back that same day. (It is important to tell the receptionists how we are best to get hold of you i.e. home phone, mobile, at a relative's house etc). A Doctor will then contact you and may be able to deal with your problem over the phone, suggest a particular course of action, organise blood tests, provide you with advice or bring you into surgery that day if needed. This new way of working has meant that we have been able to have much more contact with many more patients in a day and hopefully we have been able to provide an improved service to you as patients. The 'triage system' operates throughout the working day and means that even if you become unwell or have an accident in the afternoon you can still contact a Doctor for advice and we are still able to see you in surgery that afternoon if that is the most medically appropriate course of action.

Any feedback (good or not so good!) from anyone who has already used this service would be most welcome.

Thank you to all patients who use a surgery issued specimen bottle



(available free of charge from reception desk) when providing samples for testing. This ensures an accurate result and meets infection control guidelines. Please note we are no longer able to accept samples in any other container or if the sample is not clearly labelled with name and date of birth.

Please also be aware that we only accept samples for testing if requested by a clinician.

The Annual Hannage Brook Sports Bursary

This is awarded every year to a local sports group to encourage more children to become physically active and participate in sports.

We are delighted to announce that this year the Bursary has been awarded to Wirksworth and Middleton Cricket Club.

2012 Flu Clinics

We had hoped to publish the dates of our autumn flu clinics, but unfortunately we have just been informed by the vaccine provider that there might be a delay in the vaccines being sent out to surgeries, so we are awaiting more information before finalising the dates.

We will once again text or write to all eligible patients and will be holding drop-in clinics on a Saturday and a Tuesday as well as our usual out-reach clinics.

Further information to follow.

Staff News

Dr Vicky Cogger has now completed her GP training and we are delighted to announce that she will be continuing to work at Hannage Brook as a GP.

Some of you may remember Dr Nick Bishop who was with us in 2010— we are pleased to welcome him back to the surgery as a GP Registrar from August whilst he completes his training over the next 12 months.

We also welcome 2 new receptionists—Sam Foden and Nicola Hollick to our team.



Get out in the sun!! (Well at least a little bit—read on...)

Vitamin D is well known for its effects on producing healthy bones, but did you also know how important it is for general health and wellbeing, preventing falls, reducing fatigue and muscle pain? More and more is being found out about this molecule and because of its widespread actions in the body, how important it is to detect Vitamin D deficiency and to treat it. Groups of people most at risk of low levels include those who are housebound, the elderly, and those who are pregnant or breast feeding. We are also noticing more children with Vitamin D deficiency, who may always be covered up at the first sign of sunshine or who spend a lot of time indoors playing computer games and never exposing their skin to the sun.

‘Just a few minutes exposure to sun around the middle of the day a few times a week in the UK without sunscreen is probably a safe balance between adequate Vitamin D and any risk of skin cancer’

Combined statement from 7 British Health Organisations including the British Association of Dermatologists and Cancer Research

Depending on the level of deficiency, in some cases over the counter supplements will be recommended by Doctors and for those with much lower levels a high dose Vitamin D will be prescribed for 1 month and then a maintenance dose. You can also get Vitamin D from many other dietary sources (oily fish, cold liver oil and dairy produce especially) and of course from sunshine.

Over recent years concern about skin damage from the sun has led many people to avoid sunlight completely, or to cover up in the sun and use high factor sun creams.

However a small amount of sunlight is beneficial to us, as the action of sunlight on our skin helps us to produce Vitamin D ourselves, without the need for supplements and tablets.

Do you need hospital transport for a non-emergency appointment?

From 1st July GP practices will no longer book hospital transport for most patients.

Patients must book their own transport by telephoning NSL Care Services on **0843 357 1553**.



Patient transport is provided for those patients whose medical condition means that they cannot get to their appointment any other way.

A range of vehicle types and levels of care appropriate to individual patient medical needs are provided to ensure that patients travel as safely and comfortably as possible to their appointments.

Further information is available from the surgery or by visiting www.nslcareservices.co.uk



When parking at the surgery patients are asked to park considerately within the marked bays. At busy times patients can park at the leisure centre if there are no free spaces in our car park.

We would like to thank the majority of our patients who leave the disabled bays free for use by our disabled patients.

Patient Participation Group

Our Patient Participation Group continues to grow and gather momentum. The group has now affiliated with the National Association for Patient Participation.

The next meeting will be held on Thursday 13th September at 6.30pm at the surgery.

Everyone is welcome!

