



HANNAGE BROOK MEDICAL CENTRE

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Patient Newsletter Issue 14 ~ Spring 2017

STAFF NEWS

As many patients are aware Dr Mark Merrick has always had a keen interest in ophthalmology. Dr Merrick has now decided to specialise in this field of medicine so will be leaving the practice on 31st March 2017 to take up a post that he has been offered within the Ophthalmology Department at Derby Royal Hospital. We are obviously sad that Dr Merrick is leaving the practice after 15 years but wish him well in his new role.

We have a new GP Registrar - Dr Eilise Brogan – with us until June 2018. Dr Brogan will be working Mon – Wednesday each week.

New apprentice Becca Toplis started with us in August 16 and is working in our reception & admin team.

We are delighted to have been able to offer our other apprentice, Natalie Brazier, a permanent post in our reception team when her apprenticeship came to an end in February 2017.

**Book your appointment
24/7 with our automated
telephone line.**



**Just ring the surgery
number and follow the
prompts.**

Patient Partner Launch

We are proud to announce that Patient Partner will be available from mid March.

Patient Partner is an automated telephone service which enables you to book, cancel or amend appointments 24 hours a day 7 days a week without the need to wait to speak with a receptionist during surgery opening times.

In future, when phoning the practice you will be given two options, you can still speak to a member of reception or you can now choose to use Patient Partner which will guide you through the process of booking the next available appointment, cancelling or amending an existing one.

Patient Participation Group

The WISH group continue to flourish rounding up 2016 with our very own “bake-off”

“Doing more for Dementia “is our next major initiative which will be launched on March 11th in the Memorial Hall. Watch out for further publicity coming soon!



PHARMACY FIRST

Pharmacy First Minor Ailments Scheme

We would like to encourage all our patients to be aware of the Pharmacy First Minor Ailments Scheme. Hannage Brook Medical Centre welcomes this partnership with our Community Pharmacy colleagues as it helps to ensure the most effective use of GP appointments, which are a limited resource, enabling our GPs to spend more time treating patients with more serious illnesses. You can get advice, treatment or medicines for common minor illness from a community pharmacy without having to wait for an appointment with your GP. If you don't pay for prescriptions or have an annual pre-paid certificate then you will receive medication under the scheme free of charge. If you do normally pay for prescriptions then the cost of the medication should be much less than current prescription charges. This scheme is available at all pharmacies across southern Derbyshire. For more information you can pick up a leaflet at any pharmacy or at our surgery or from our website.

Active Children Bursary Award

We have had no nominations for the 2016 Hannage Brook Active Bursary Award. This has been awarded each year since 2010 to a local group which promotes children under 16 years of age engaging in physical activity.

Previous recipients of the £200 award have been a football team, cricket club, Hockey club and swimming pool.

If any organisation wishes to be considered for the 2017 award please contact Sandy Tomlinson, Practice Manager - sandy.tomlinson@nhs.net

Missed Appointments

In January a total of 191 appointments were missed . This equates to an average of 44 appointments being missed per week.

If you no longer require an appointment please phone reception to cancel your appointment or from Mid March use Patient Partner so the appointment can be offered to another patient.



Don't forget! We will be closing at 6:30pm on Thursday 13th April and re-opening on Tuesday 18th April for the Easter Bank Holiday.