



Aspiro Healthcare

@ Hollybrook Medical Centre & Sinfin Health Centre

PATIENT NEWSLETTER

Tel: 01332 525300 or 770909

January 2019

OUR APPOINTMENT SYSTEM

In the UK, it is estimated that 340 million GP appointments are undertaken every year, this is an increase of 40 million since 2008. GPs are facing rising patient demand with the average patient now seeing their GP six times a year; double the number of appointments from a decade ago.

Meeting the demand for GP appointments is becoming increasingly difficult for surgeries across the UK. At Hollybrook and Sinfin Surgeries we are currently reviewing our appointment system to improve the service we offer to our patients.

Pre-bookable GP appointments are available for up to two weeks in advance. Please be advised that these are limited. If you are unwell and feel you need to see a clinician on the day, please contact the surgery from 8.00am.

WHAT ARE WE DOING TO HELP?

- You can request appointments via telephone, in person or online. Online access is available for patients wishing to book or cancel appointments, request medication or view their medical record. We have increased our online appointment availability to make access more convenient for patients. Should you wish to access this service, please ask for information at Reception.
- We are a pilot site for the Medicines Order Line. Use this facility to order your repeat medications by telephoning 0115 8550260. You can also request repeat medications online via the website or via your local pharmacy.
- Extended hours hubs run 6-8pm every evening at Hollybrook, weekend appointments are also available at Haven Medical Centre (8am—2pm on Saturdays) and at Wellbrook Medical Centre (9.30am—12.30pm on Sundays). These appointments are to treat acute illnesses and minor ailments. Ask at Reception if you would like to book an appointment at one of our hubs.
- Our Reception teams will ask for information regarding why you need an appointment. We have a highly skilled team of clinicians and dependent on your request, you will be offered an appointment with the most appropriate clinician. This could be a GP or you may be offered one with our Pharmacist, Nurse Practitioner or other experienced member of our clinical team.
- We are currently in negotiation over a new phone system to address the difficulties some patients experience getting through to us. We are also increasing the number of operatives available throughout the day to answer calls.
- Launch of a new interactive website (see overleaf for more details).

HOW CAN YOU HELP?

It is estimated that 50 million visits to GPs every year are for minor ailments, for example, coughs, colds, athlete's foot, mild eczema, hayfever.

- By visiting a pharmacy instead you could save yourself time. They will be able to advise you on treatment for minor ailments.
- Let the Reception team know why you need an appointment
- Let us know if you are unable to attend your appointment so we can offer it to another patient.
- Use NHS Choices for an online symptom checker

ANTIBIOTICS AREN'T ALWAYS THE ANSWER

Antibiotics are used to treat or prevent some types of bacterial infection. They work by killing bacteria or preventing them from reproducing and spreading. But they don't work for everything. When it comes to antibiotics, take your doctor's advice.

Antibiotics don't work for viral infections such as colds and flu, and most coughs and sore throats.

Many mild bacterial infections also get better on their own without using antibiotics.

Taking antibiotics when you don't need them encourages dangerous bacteria that live inside you to become resistant. That means that antibiotics may not work when you next need them most. This puts you and your family at serious risk.

When antibiotics are used

Antibiotics may be used to treat bacterial infections that:

- are unlikely to clear up without antibiotics
- could infect others unless treated
- could take too long to clear without treatment
- carry a risk of more serious complications

PATIENT PARTICIPATION GROUP

Patient satisfaction is extremely important to us. By involving patients we hear about the issues that matter to you, the patients.

The Patient Participation Group (PPG) represent your views at our monthly meetings.

Should you wish to join the PPG, please ask any member of our Reception Team or email:

hollybrookandsinfinppg@gmail.com

Going overseas?

As it is now holiday season, here are a few reminders of how you can help us and yourself:

- Plan ahead and tell us of your trip in good time, 6 to 8 weeks in advance.
- Get up to date health advice about your destination.
- Get your vaccinations checked and kept up to date all year round so it won't be a problem if you have to go abroad in a hurry.
- Remember, two months' supply of medication is the maximum we are allowed to give you. If going for longer you should arrange to see a local doctor. You may not bring foreign medicines back into the UK.



Receptionists follow guidelines & may ask questions to ensure that as many of you as possible requiring an urgent appointment have access to a Health Care Practitioner on that day. It is concerned primarily with your safety.

Our New Website:

www.hollybrookmedicalcentre.co.uk



PLEASE ENSURE WE HAVE YOUR UP TO DATE CONTACT DETAILS ON OUR RECORDS

Our new interactive website launched late last year. It provides an alternative means of communication with the practice. There are many different functions available for patients on the website:

- Ask a member of our team a question or submit feedback
- Register as a new patient or for online services
- Ask for test results or referral information
- Request a sick note or medical report
- Links to services to support patients with various problems
- Submit a travel questionnaire
- Useful guides on symptoms
- Submit clinical reviews including Asthma, Blood Pressure, Smoking information, Contraception reviews and COPD assessments.
- Find contact details for the surgery
- Change your contact details or tell us you're a carer
- Review our CQC report and read Surgery news.
- Request medication, complete a medication review or find information about a local chemist