

## Patient Newsletter

Winter 2019

### Staff updates

The practice has recently welcomed some new staff to our team so we would like to make a few introductions.

Firstly we have our new reception manager Donna Dobson. Donna has years of experience in the dental industry and great customer service skills which we know she will implement here at the surgery.

We would also like to welcome our new Advanced Nurse Practitioner Vicki Brown. Vicki is a great new addition to our clinical team and has already been helping with improving our patient access and education.

Another new member to the clinical team is Paige Barker our new Health Care Assistant.

We have recruited two new reception team members who are here to help with our patients and are part of the continuing development of our reception team.

Lastly we have recruited two apprentices who will be carrying out reception and administration duties alongside gaining a business qualification.

### Should I see the ANP? (Advanced Nurse Practitioner)

Our 'on the day appointments' with the Advanced Nurse Practitioner are available Monday to Thursday at one of our sites.

Our reception team will ask you about your problem and direct you to the appropriate clinician which could be our ANP. Our receptionists are aware of all the conditions and problems that will be suitable for our ANP to see. If the problem cannot be dealt with by an ANP you will be offered a GP appointment. Our ANP appointments are only bookable on the day.



#### Some of the things our ANP can see:

|                 |                      |                      |                              |                   |                |        |              |
|-----------------|----------------------|----------------------|------------------------------|-------------------|----------------|--------|--------------|
| Aches and pains | Rashes               | Dizziness            | Ear problems                 | High temperatures | Infections     | Coughs | Constipation |
| Lumps and bumps | Abdominal pains      | Pathology results    | Thrush                       | Gout              | Minor injuries |        |              |
| Headaches       | Diarrhoea & Vomiting | Prescription queries | Exacerbations of Asthma/COPD | Chest             |                |        |              |

# Have you had your Flu Vaccine this winter?

If you are entitled to a flu vaccine this winter we still have clinics with our nursing team available.

To find out if you are eligible please contact reception.

Flu can be unpleasant, but if you're otherwise healthy, it'll usually clear up on its own within a week.



## Stay well this winter

- ✓ Have your flu jab
- ✓ If you start to feel ill, get help from your pharmacy straight away.
- ✓ Keep your home warm, at least 18 degrees.
- ✓ Make sure you take any medicines as directed
- ✓ Get any repeat prescriptions filled in advance as many surgeries and pharmacies close over Christmas.
- ✓ Keep a supply of cold and flu remedies in the house so you don't need to go out if the weather is bad.
- ✓ If you are prescribed antibiotics finish the whole course.
- ✓ Don't go to A&E or call 999 unless it's an emergency. If you are in any doubt, NHS 111 can help you get the right treatment.



**NHS**

### Where to go for the right medical care

- 999** For life-threatening emergencies
- CALL 111** If you need medical help fast but it's not a 999 emergency, call NHS 111 for clinical advice, assessment and for direction to the most appropriate services for treatment.
- GP Pharmacy** For less urgent health needs, contact your GP or local pharmacist. You can also access NHS advice at [www.nhs.uk](http://www.nhs.uk)

For more information and advice visit [nhs.uk/staywell](http://nhs.uk/staywell)

**HELP US HELP YOU**  
STAY WELL THIS WINTER

## Self-care

Self-care is about keeping fit and healthy, understanding when you can look after yourself, when a pharmacist can help, and when to get advice from your GP or another health professional.

If you have a long-term condition, self-care is about understanding that condition and how to live with it.

With tens of millions of GP consultations across the UK every year used to discuss conditions that could be treated at home, self-care has an important role to play in the sustainability of the NHS. Self-care also provides greater flexibility to our population and ensures more appropriate use of valuable GP time.

Be prepared and stock up your medicine cabinet with Pain killers, Cold and flu remedies, Decongestants, Antihistamines, Anti-diarrhoea medication, Oral re-hydration salts and Indigestion remedies.

**Pharmacists are trained professionals who are ready to give advice on the best treatment for minor conditions such as:**

Cold    Cold Sores    Conjunctivitis    constipation    Coughs    Dental pain    Diarrhoea    Fever    Head lice  
Rashes    Thrush    Heartburn    Earache    Threadworm    Dry skin    Dry eyes    Teething

## Winter pressures

---



The NHS frontline is always under considerable pressure over the winter period as demand for services tends to increase significantly with the onset of cold weather and flu.

Do your bit this winter to ensure you practice self-care and only consult the NHS when necessary.

## Contact details

---



### **Our contact details are the same, but are yours?**

To help us ensure we can contact you when we need to please check we have the most up to date contact details for you.

**You can update us via our website, reception or over the phone.**

#### **Hollybrook Medical Centre**

**Phone: 01332 523300**

Monday- 8:00-20:00

Tuesday- 8:00-20:00

Wednesday- 8:00-20:00

Thursday- 8:00-20:00

Friday- 8:00-20:00

Saturday- Closed

Sunday- Closed

#### **Sinfin Health Centre**

**Phone: 01332 770909**

Monday- 8:00-18:30

Tuesday- 8:00-18:30

Wednesday- 8:00-18:30

Thursday- 8:00-18:30

Friday- 8:00-18:30

Saturday- Closed

Sunday- Closed

## Access project

---



In November two new members of staff were employed to specifically work on improving access for patients to the most appropriate care, whilst also improving patients' experience of communicating with the practice. They are our new Reception Manager and an Access Project Manager.

Demand at both sites for appointments still remains high, however measures to improve our reception and telephone responsiveness have been implemented to better deal with this pressure. This includes the recruitment of new reception and administration staff. In the New Year we are to begin a full appointment demand audit, this will help us to understand where our resources need to be best directed to deliver the best service for our patients.

We will be engaging with our patients and the Patient Participation Group over the next few months to involve you with developments, so please keep an eye out for our communications both in practice and online. We welcome any feedback to help us improve and apologise if you have found it difficult in accessing our services in recent times.

## Patient Participation Group – PPG



We have a patient participation group who meet monthly in the practice to discuss a range of matters. The PPG are also involved in organising groups and events to help with patient health, these include vitality walks in the community, local dance classes, swimming groups and health talks.

If you would like to join our PPG or wish to find out more, please visit our website under 'practice information' and you will find the details there.

## Protected Learning Times

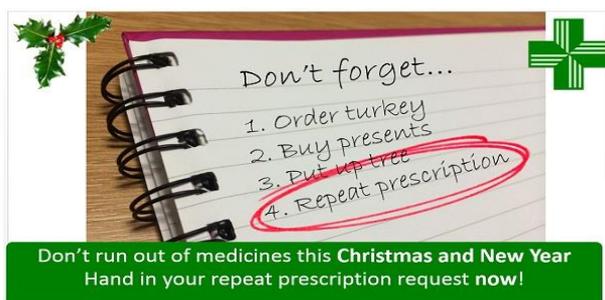
We would like to advise that the Practice will be closed for Protected Learning Times. The Practice will be closed between 1.30pm and 6.30pm on the days below:

During these times if you require **EMERGENCY** medical assistance please call **999**, if you require **URGENT** medical assistance or advice please call 111.

|                      |      |                      |      |
|----------------------|------|----------------------|------|
| <b>December 2019</b> | 18th | <b>February 2020</b> | 19th |
| <b>January 2020</b>  | 15th | <b>March 2020</b>    | 18th |

We apologise for any inconvenience this may cause. Thank you for your cooperation and understanding.

## Christmas prescriptions



Please ensure you order your medication in time for the Christmas period.

We are now accepting requests to ensure all our patients have their medications and aren't left without for the festive period.



**Happy Christmas & best wishes for the New Year**



**from the team at**

**Hollybrook and Sinfin surgeries**