



Patient Newsletter

Winter 2020

Staff updates

We are very pleased to announce that we have welcomed a number of new staff members to the team here at Hollybrook and Sinfin Surgeries.

Firstly we have welcomed six new members to our Non Clinical team. They are Manjit, Sunita, Jane, Helen, Hunza and Kloe. They are all great assets to the team and have massively helped with our phone capacity. We are also out to advert for one more member to add to the Non Clinical team.

We would also like to welcome our new HCA (Health Care Assistant) Amy who has joined our Clinical team. Amy will be working across sites.

Next are our two new salaried GPs, Dr Ogbunando and Dr Alva who started with us in August.

We will also be welcoming our new Practice Nurse Ruth as we have had to say goodbye to Damion as he starts at a new practice.

Lastly we have also had two new PCN staff members join us. These are our new Social Prescribers Jade and Tracey.

In the New Year our Pharmacy team will be expanding with the addition of 3 Clinical Pharmacists and a Pharmacy Technician who will work across our Derby Aspiro sites with the existing pharmacy team.

In January we will have 2 First contact physios joining us who have advanced skills to assess, diagnose and recommend appropriate treatment or referral for musculoskeletal problems.

Have you had your Flu Vaccine this winter?

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

If we have contacted you about a flu vaccine and you have not had one yet, please ensure you call or contact us via our website to get booked in.



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

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

HELP US HELP YOU For more information and advice visit nhs.uk/staywell

STAY WELL THIS WINTER

- ✓ Ensure you have all your prescribed medications on time.
- ✓ 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.
- ✓ If you have any Covid-19 symptoms please ensure you self-isolate and call 111 if you become very unwell.
- ✓ If you are advised to self-isolate or have any Covid-19 symptoms over the festive period please ensure you do not mix with any other households.

Looking after your Mental Health

Every Mind Matters have information and tips to help with anyone suffering with their Mental Health due to the Coronavirus pandemic. They have tools and guides for self-help and information on a wide range of topics including their sleep page.



<https://www.nhs.uk/oneyou/every-mind-matters/>



You can access free easy ten minute work outs from Public Health England or try other exercise videos at home on the NHS Fitness Studio. Sport England also has tips for keeping active at home.



If you already suffer from Mental Health problems you can access help via 'Mind' <https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/>



If you have been having money trouble through the pandemic you can get support from 'Money and Mental Health' <https://www.moneyandmentalhealth.org/>

Coronavirus (Covid-19) Update

As we continue to respond to the Coronavirus we are still asking that you call the surgery by telephone to request an appointment and do not attend unless asked to do so. Our Sinfin Practice is now open for face to face appointments, but again please only attend if you are asked to do so. If you are booked in for a face to face appointment the receptionist will explain the arrival process for each site.

If you are attending the surgery for an arranged face to face appointment please continue to wear a face covering of some sort to protect you and those at the surgery.

We ask that you do not visit the surgery for anything else and to contact us via telephone or our website.
<https://www.hollybrookmedicalcentre.co.uk/>

IMPORTANT: Please do not hesitate to contact the Practice if you have any signs or symptoms that could indicate cancer.

Visit this NHS 111link to check cancer signs and symptoms:
<https://www.nhs.uk/conditions/cancer/symptoms/>

To get the latest NHS information and advice about the Coronavirus visit the link below:
<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Balance- Menopause Support App

Looking for knowledge and guidance so you can be certain about what's right for your body during the perimenopause and the menopause? Download the Balance app brought to you by renowned menopause expert, Dr Louise Newson and the hundreds of people who've shared their perimenopause and menopause insights. *Balance* allows you to track your symptoms, access personalised expert content, share stories and lots more. **Website:** www.balance-app.com

Patient Participation Group – PPG



We have a patient participation group who meet monthly to discuss a range of matters. During the pandemic they have continued to meet on a virtual basis.

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.

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. As we are doing many consultations via phone we would appreciate you make sure we have the correct contact details.

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

Hollybrook Medical Centre

Phone: 01332 523300

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

Christmas Opening hours Hollybrook & Sinfin

24th December – 8:00 – 16:00

25th – 28th December – CLOSED

29th December – 8:00 – 18:30

30th December - 8:00 – 18:30

31st December - 8:00 – 16:00

1st January – CLOSED

If you need medical help during our closed hours please call NHS 111 or for emergencies 999

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

Christmas prescriptions



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

18th December - Last day to order prescriptions before Christmas.

29th December – Last day to order prescriptions before New Year.



Happy Christmas & best wishes for the New Year



from the team at

Hollybrook and Sinfin surgeries