



HANNAGE BROOK MEDICAL CENTRE

PATIENT NEWSLETTER
ISSUE 4 ~ SUMMER 2011

FLU CLINICS

It may be the height of summer, but we are already planning our autumn flu clinics.

The purpose of the annual seasonal flu immunisation programme is to offer protection to those who are most at risk of serious illness or even death should they develop flu. We will be offering vaccinations to those patients over 65 years of age; those under 65 years of age with certain clinical conditions and pregnant women at any stage of pregnancy.

Our eligible patients will be contacted in early September with an invitation to come in for a vaccination.

Drop in clinics will be held at the surgery on:

SATURDAY 1ST OCTOBER 8.30am UNTIL 1pm

TUESDAY 18TH OCTOBER 9am UNTIL 6pm

Alternatively out –reach clinics will be held as follows (no need to book)

MIDDLETON VILLAGE HALL - MONDAY 26TH SEPTEMBER 12 noon

BARMOTE CROFT- WEDNESDAY 28TH SEPTEMBER 12 noon

WALTHAM HOUSE - WEDNESDAY 19TH OCTOBER 11.30am

KIRK IRETON METHODIST CHURCH - THURSDAY 20TH OCTOBER 11.30am

BRASSINGTON VILLAGE HALL - THURSDAY 27TH OCTOBER 1.30pm

It would be very helpful if patients wishing to have flu vaccinations could attend one of the clinics shown above, but if this is not possible then an appointment can be made in normal surgery time with our Treatment Room Staff. Please telephone our reception team on 01629 822434 to make an appointment.



Want to Stop Smoking?

Did you know that Derbyshire County Stop Smoking Service sees patients at Hannage Brook?

Telephone 0800 085 2299 for more information and support.

Between January and March this year 19 patients successfully quit smoking with the help from this service.

Well done to those patients!

Patient Involvement

We held our Patient Forum Group meeting on 28th June — it was our best attended to date and it was really good to see some new faces. Our next meeting is **Tuesday 27th September at 6.30pm** at the surgery. Do come along — everyone is welcome and it is your chance to influence how your medical centre is run. We know that patients can offer valuable insights into how we might do things differently and how we can improve how we work.

Minutes from the last meeting can be found on our website, in our waiting area and a copy can be requested at reception.

THE GP PATIENT SURVEY

This is an annual postal survey sent out by the Department of Health to a number of our patients and once again we were delighted to get a very positive response re the service we provide. Full details of the survey results can be found on our website, but here is a snapshot:

96% of patients were either very or fairly satisfied with the overall care received at the surgery. 4% were neither satisfied nor dissatisfied and none were dissatisfied.

99% of patients were able to see a doctor fairly quickly (the national average is 79%)

93% of patients were able to book ahead for an appointment with a doctor (national average is 71%)

GP FOOTPRINTER

We also carried out a carbon footprint survey during 4th – 8th July. Hannage Brook has been granted a free licence for 12 months to help us look at our carbon footprint. We have started by looking at patient and staff travel and now we have the results we will be considering how we can begin to reduce our carbon footprint by encouraging alternative forms of transport, eg walking/cycling, public transport etc. Additionally we will be looking at the cost of consumables and our gas and electricity tariffs. Initial travel survey results are on our website.



If you think you need a home visit it would really help if you could telephone the surgery before 10am.



Please let us have your up to date mobile phone number so that we can send you appointment reminders.

Productive General Practice *Releasing time™*

It has been a busy time for surveys recently. If you attended the surgery between 4th and 8th July you were probably asked to complete a survey produced by the NHS Institute for Innovation and Improvement.

Hannage Brook is one of a handful of medical practices around the country taking part in a pilot scheme called 'Productive General Practice' which aims to help General Practices become more efficient, without sacrificing quality of care. The survey in July asked patients to identify from a series of options how they felt when making their appointment, arriving at the surgery, sitting in the waiting room, and finally seeing their GP or nurse.

Again we were very pleased that the vast majority of patients felt either 'pleased', 'cared for', 'valued' or 'respected' when attending the surgery. However, we also received some very useful feedback on areas where we can try and improve eg informing patients when a doctor is running late.

[Thank you to everyone who took part in the survey.](#)

Staff News

Dr Catherine Bates has now completed her registrar training with us and will be working as a locum for us over the summer.

We are delighted to welcome Dr Vicky Cogger and Dr Jo Kundapur as our new registrars.