



# HANNAGE BROOK MEDICAL CENTRE

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www.hannagebrook.co.uk

PATIENT NEWSLETTER ISSUE 5 ~ AUTUMN 2011

## Patient Participation Group

We are inviting patients to join our Patient Participation Group — a group which has already been able to provide very useful feedback on how we can improve our services, but we are now extending the group to a virtual forum so patients who are unable to attend meetings can still be involved via email or post.

We will ask members of the group some questions from time to time, such as what you think about our opening times, or the quality of care and services you receive. We will use various methods of contact depending on your preference and will keep communication brief so it won't take up too much of your time.

If you would be interested in volunteering to join our Patient Participation Group please ask at reception for a leaflet or follow the link that will shortly be added to our website



Our aim is to ensure that patients are involved in the range and quality of services we provide and commission. We want to promote the proactive engagement of patients through a Patient Participation Group and to seek views from patients via a local practice survey.

### EQUIPMENT AMNESTY

**A recent audit of our equipment stock levels revealed that a lot of equipment lent out to patients for use at home, e.g. 24 hour BP machines, has not been returned thus preventing us from loaning it to other patients. Do you have a piece of equipment at home that you have forgotten to return to the surgery?**

**If so please hand it in at our reception — NO QUESTIONS ASKED!**

**We will be very grateful for its return. Thank you.**



**In the last 3 months 12 patients have successfully stopped smoking with support from the Stop Smoking Service**

**Well done to all those patients!**



## *Did you know that you can arrange different types of appointments with our Doctors?*

You can have a face to face consultation at the surgery by telephoning for an appointment.

If your problem doesn't need to be *seen* by a doctor and it is more convenient for you book a telephone consultation then the doctor will ring you at the agreed time for a telephone appointment instead.



If you need a repeat prescription you don't need to make an appointment— just fill in the slip attached to your current prescription or complete a request form and hand it in to reception or put it in the box in the waiting room.

*Our reception team are here to assist you and can help you decide which option would be best for you. To do this they may need to ask you for a little bit of information about the reason for your call.*

### **NOT ABLE TO KEEP YOUR APPOINTMENT OR HAVE AN APPOINTMENT YOU NO LONGER NEED?**

Then do please let us know so we can offer it to someone else. Take a look at these statistics from August:

**4527 appointments were booked in total.**

**163 were not kept but not cancelled, patients just did not attend.**

This equates to 3.6% of patients not letting us know and is the equivalent of a staggering 37 hours of GP & Nurse time during August being wasted at great expense and prevents other patients being seen as quickly as they would have wished.

So a big thank you to everyone who does let us know if they can no longer attend their appointment and do please let us know if you can't attend.

### **The Hannage Brook Annual Active Children Bursary Award**

Last year the partners decided to establish this bursary of £200 to be awarded each Autumn to a local children's sports team or club. This reflects the practice's commitment to our local community and our interest in encouraging children to keep fit. Last year the award was given to Wirksworth Colts Athletic U12 Football Team who used the £200 to purchase a new kit. If you are involved with a sports team/club and wish to apply for the award this autumn please contact Sandy Tomlinson, Practice Manager.

### Staff News

We are delighted to welcome Dr Tom Lawes as a locum GP. He will initially be with us until 16 December.



**Thank you to Wirksworth Community Garden for their recent donations of fruit and veg which were**

**available for staff and patients in return for a voluntary cash donation. £18.23 was raised which will be given to charity.**



### **Don't forget our flu clinics:**

**Sat 1st October and Tues 18th October drop-in at the surgery.**

**Wed 19th October, Waltham House 11.30am.**

**Thur 20th October, Kirk Ireton Methodist Church 11.30am.**

**Thur 27th October, Brassington Village Hall 1.30pm**