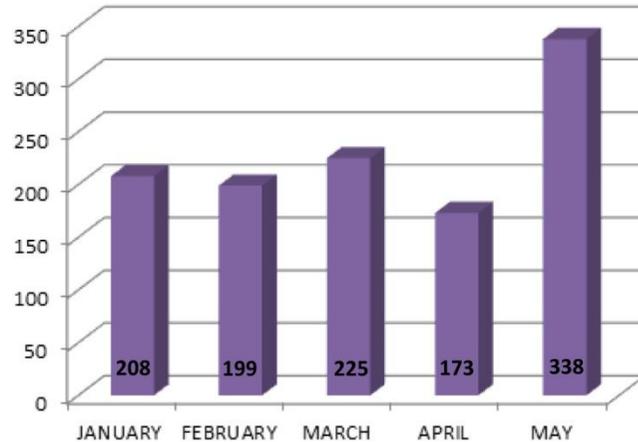


# FORGOTTEN SOMETHING?

If you are unable to attend your appointment please inform the surgery. Missed appointments lead to valuable clinical time being wasted

In the 5 months to May 2019, more than 1100 appointments have been missed!



## Appointments at the Surgery

Whilst we understand that you may have to wait to be seen due to emergencies and unforeseen delays, it's really important that you arrive in plenty of time for your appointment. **If you don't arrive on time you will not be seen.**

**Hundreds of appointments are wasted each month by patients who don't turn up.**

Please remember to cancel your appointment if you are unable to attend. This will ensure that the appointment isn't wasted and can be used by another patient. There are a few ways in which you can cancel your appointment:

- **Telephone** the surgery on **0161 368 3312**
- If you received a **text message** reminding you of your appointment, you can cancel by replying to the text message.
- If you are registered for online **Patient Access** you can cancel your appointment online.

# Brooke Surgery

## Newsletter Summer 2019

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0161 368 3312



[www.brookesurgery.co.uk](http://www.brookesurgery.co.uk)



The Brooke Surgery



@brookesurgery

## Surgery Announcements

**New telephone system** – We’ve now installed the new telephone system which is working well. Things will improve even more when we’re able to add more and more ‘phone lines.

**Upgrade to premises** – We’ve had a big makeover! The refurbishment is almost complete – 14 clinical rooms have been brought up to NHS standard, replacing carpeted areas in clinical rooms with vinyl and NHS recommended sinks and lockable cupboards. All of the patient areas have now been re-painted.

## Community Pharmacy Service to treat Minor Ailments

Due to a shortage of doctors appointments nationally the Pharmacy Service are now available to help you if you are suffering for any of these ailments:

<b>Cough</b>	<b>Blocked Nose</b>	<b>Hay Fever</b>
<b>Sore Throat</b>	<b>Vaginal Thrush</b>	<b>Conjunctivitis</b>
<b>Head Lice</b>	<b>High Temperature</b>	<b>Athletes Foot</b>
<b>Headache</b>		<b>Thread Worm</b>

**You don’t need to wait to see a doctor.**

Pharmacists can give advice and treatment. Advice is always free. If you don’t pay for prescriptions, then treatment will be free too. To use this service just go to the pharmacy. You don’t need an appointment – just call at the pharmacy. They have consulting rooms for privacy.

## Cost of Prescriptions.... Did you know?

Each year the NHS Spends money on items **you can buy over the counter**:

**£4.5 million** on prescriptions for **Dandruff Shampoos**, enough to fund **4700 cataract operations** or **1200 hip replacements**

**£5.5 million** on prescriptions for mouth ulcers which would fund **1500 hip replacements**

**£7.5 million** on prescriptions for **indigestion and heartburn**. Enough to fund nearly **300 community nurses**.

## Patient Participation Group

Would you like to help improve your GP practice services?



**WHAT IS A PATIENT PARTICIPATION GROUP?** A group made up of staff and patients working together to help support and improve the surgery

**WHO CAN JOIN?** All patients registered with the practice over the age of 18

**WHY SHOULD I JOIN?** It is an opportunity to support your surgery in supporting you and other patients.

**HOW DO I JOIN?** Contact the PPG Chair by giving your details to any member of the reception team.

**WHEN AND WHERE ARE THE MEETINGS?** The first Friday of every month at the Brooke Surgery, starting at 10:00am.

**I CAN’T GET TO THE MEETINGS. CAN I STILL GET INVOLVED?** Yes! You can sign up to be a “Virtual Member”. You will receive minutes of all meetings and can get in touch via email to comment on or add to items on the meeting agenda.



## Winter Flu Jab

We’ll be having special flu jab sessions this autumn and we’ll let you know the dates.

Think about it.... you keep your PC clear of viruses. Do the same for yourself!

**Opticians in our area run a self-referral scheme for eye conditions such as conjunctivitis and pink eye which affect your eyes.**

You can call the opticians direct to make an appointment.

Speak to one of our receptionists for more details.



## Patient Access

With **PatientAccess**, you can now access your local GP services at home, work or on the move — wherever you can connect to the internet. You can use either desktop or Mobile app to use the patient access.

What's more, because **PatientAccess** is a 24 hour online service you can do this in your own time, day or night.

It allows patients limited access to the surgery computer system to:

- Book, change or cancel an appointment.
- Order repeat prescriptions.
- Update your Mobile number
- Access your medical records

**Register now!** If you don't already use **PatientAccess**, you will need to register and create an account. You can get a form from Reception or from the website: [www.brookesurgery.co.uk](http://www.brookesurgery.co.uk)

**All ready Registered but having problems?** If you're having problems logging in, or need help to use **PatientAccess**, speak to someone at Reception and we'll organise one-to-one training for you.

## Evening & Weekend appointments are available as part of the Seven Days a Week Service.



Appointments are available at five hubs:

- Ashton Primary Care Centre
- Denton, Ann Street
- Glossop Primary Care Centre
- Stalybridge, St. Andrews House
- Thornley House Medical Centre Hyde

You can book an appointment in the usual way by phoning or calling into the surgery. **You can see Nurses and Doctors at the hubs if evening and weekend appointments are more convenient for you.** Clinicians staffing the evening and weekend service will be able to access your medical records for medication and referral purposes (subject to your consent) but they cannot access your results or other documents.

**The Walk-in Centre has moved to Tameside Hospital.** This new urgent treatment centre has the benefit of being located alongside other hospital services, for example X-ray, and is open every day from 9am until 9pm.

## Practice Update

**Dr Raj Patel MBE.** We're proud to announce that Dr Raj Patel has been awarded an MBE in the Queen's Birthday Honours for services to healthcare. Raj has served as a GP in Hyde for 25 years. He has held senior NHS leadership positions in Tameside and Glossop since 1998 and worked across the Greater Manchester Health and Social Care system.



**Dr Dirckze** retired on June 21st. He will hang up his stethoscope after more than 30 years with Brooke Surgery. He'll have more time to follow his favourite team, Liverpool Football Club and he'll also be working to improve his golf swing.



**Jeanette**, our reception manager left the practice in May. Jeanette had been at Brooke Surgery for over 29 years. We wish her well in her retirement.

**Adele** is our new Reception Manager. She comes with almost 20 years experience working in primary care within the Hyde neighbourhood. Adele realises it's quite a challenge to fill Jeanette's shoes but we're sure she's up to the task.

**Claire** has joined Brooke Surgery as Emergency Nurse Practitioner. Her role is to see patients presenting with any muscular skeletal problems, neck, back, shoulder, hip, knee and ankle pain. She will be able to see children over the age of seven and adults with minor conditions. She will also be undertaking minor surgery.

**Angela** is a paramedic who can see children over the age of 7 and adults with minor illness and muscular skeletal problems who need to have same day appointments.

## Find us on Facebook

We post regular tips and news items on Facebook. You'll find us at "**The Brooke Surgery**"



## Summertime Tips and Holiday Hints



### Slap it on this summer!

Summer sun is lovely but too much of it can result in serious sunburn and can even cause skin cancer.

When you're out and about, take sun cream with you and keep it topped up!

And if you **do** get sunburn, go to a local pharmacy for help and advice.



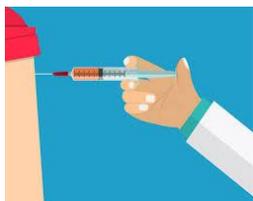
### Barbecue Bugs!

Summer is super for BBQs but don't get tummy bugs from your BBQ. Make sure all your food is cooked thoroughly. If you **do** get food poisoning, drink fluids to prevent dehydration. Contact the surgery if your symptoms are severe – for example, if you're unable to keep down any fluids because you are vomiting repeatedly or if your symptoms don't start to improve after a few days.



### Hay fever

If you suffer from hay fever and don't have your regular tablets, any local pharmacy or supermarket will sell you antihistamines which are very effective.



### Travel Vaccines

We don't do vaccinations here at Brooke Surgery but you can get them at the Boots Pharmacy in Denton

## Technology at Brooke Surgery



We have invested a lot in new technology at Brooke Surgery. All our old PCs have been replaced and we're implementing lots of new technology to help improve our service.

So that we can use this technology to help **you**, we need your **Up to Date Contact Details**. It is **vital** that we have the correct telephone numbers for you and you also need to be aware that if you share a mobile number with a family member you need to let us know if you are not happy to share your confidential information with each other.

### Text Messaging Service



We have a text messaging service whereby we can send your blood test results, invitations to annual check-ups and other health related information.

### More New Technology from Brooke Surgery



We launched our new website in June 2019, which will have an improved look and will be mobile friendly. You will also be able to use the symptom checker on the website for any queries.



We are encouraging patients who use **PatientAccess** to register for **full records access**, so that you can benefit from being able to see all your blood test results, recent consultations and even attachments from the hospital so that you can empower yourself and understand your health conditions better. Please enquire with reception or the Patient Participation Group to assist with this.