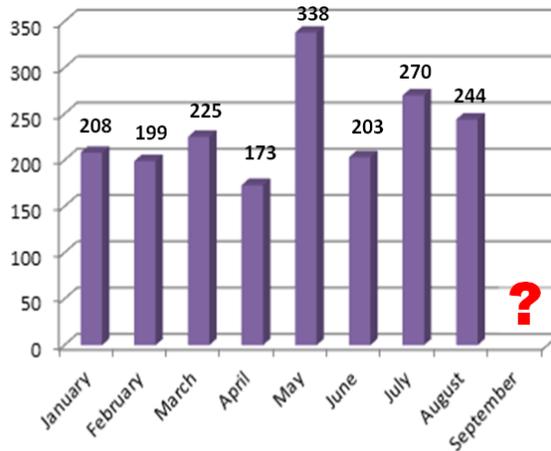


FORGOTTEN SOMETHING?

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

In the first 8 months
of 2019
more than
1850
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.



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0161 368 3312



www.brookesurgery.co.uk



The Brooke Surgery



@brookesurgery

Surgery Announcements

New Telephone System Following the feedback you have given the Brooke Surgery regarding problems getting through on the phone line, we have invested in a new telephone line to help address this issue. We had to wait until the contract with the previous provider ended before implementing a resolution.

We are in phase 2 of the project and currently in the process of getting more lines into the practice so patients should find it easier to contact us. This process should be completed by the end of September 2019.

New Working Hours Our reception staff have changed their working hours so that we have more staff on duty in the busiest periods so hopefully this will also help ease the winter pressures.

In the meantime, we would all like to thank you for your patience during this transition.

GP Registrars We have 2 new GP registrars, Emma and Katy, who are in their final year of training to become family GPs and they are working at Brooke Surgery. Emma will be with us for a year while Katy leaves at the end of January 2020.



Dementia Health Champion GP practices in Hyde are lucky to have Claire, a dedicated **Dementia Health Champion**.

Claire is working across the whole of Hyde to raise awareness and obtain the official recognition of Hyde becoming a 'Dementia-Friendly Community'. She works with businesses, schools, transport services, shops and care homes etc., looking at their services and physical environment and delivers 'Dementia Friends' sessions. If you would like training too, please contact Claire at: claire.webber4@nhs.net.

Claire also works as a 'Dementia Support Worker' on behalf of the Alzheimer's Society, and makes home visits to those with a diagnosis to discuss their financial, legal, practical and social needs, as well as providing information, advice and support for carers. If you and your family would like Claire's support please contact her at: claire.webber@alzheimers.org.uk or call 07708 510 176.

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.



Travel Vaccines

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

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.





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

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.

Flu Vaccination Clinics



Help us to help you this winter!

This year there will be 2 separate walk-in clinics for **adults**

- If you are **65 years or older Thursday 26 September** any time between 8am and 6.30pm
- If you are **18-64 years old and are eligible for the vaccine Thursday 3 October** any time between 8am and 8pm

Under 18 year olds who are eligible can pre-book appointments for Thursday October 31st and Friday November 1st. These are **not** walk-ins so please book in advance!

We have ordered **your** vaccine in especially for you so please make a note of the date. No appointment needed, just turn up on the appropriate day

We will be writing to you or sending a text if we have your current mobile number.



All our doctors and staff have this vaccine and we would strongly recommend that you get your flu jab to protect yourself and others.

Find us on Facebook

We post regular tips and news items on Facebook. You’ll find us at “**The Brooke Surgery**”



Hypertension

We are currently running a campaign around hypertension as it's believed to affect 1 in 3 of adults in Tameside and Glossop and of course is related to various serious diseases. We are sending out texts if we have your mobile number and have had a BMI of 25 or over in the last 5 years. We're also contacting anyone who we have a record of currently being a smoker as you are at risk of high blood pressure, which increases your risk of heart trouble, stroke etc.

Please ask any member of staff about getting your blood pressure checked?

There's more information at www.tameside.gov.uk/BP, including events in Tameside where you can get a free Blood Pressure check and information about cutting the risk.

Coughs and Colds

There's no cure for a cold, but you can look after yourself at home by:



- resting, drinking plenty of fluids and eating healthily
- taking over-the-counter painkillers, such as paracetamol or ibuprofen, to reduce any fever or discomfort
- using decongestant sprays or tablets to relieve a blocked nose
- trying remedies such as gargling salt water and sucking on menthol sweets

Many painkillers and decongestants are available from pharmacies without a prescription. They're generally safe for older children and adults to take, but might not be suitable for babies, young children, pregnant women, people with certain underlying health conditions and those taking certain other medications. Speak to a pharmacist if you're unsure.

Next of Kin and Emergency Contact

Please help us to keep your contact details up to date by providing us with **Next of Kin** and **Emergency Contact Details**.



Please also let us know if you give consent for us to discuss your medical record with certain family members or relatives. We cannot discuss your record with anyone unless you give your permission.

Please remember to tell us if you change address or phone number.

Text Messaging Service



If we've got your mobile number we can text 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.