

Brooklyn Medical Practice Newsletter

Oct.2016

Dr Marcus J. Wilkinson
Dr Alastair B. Graham
Dr Gina Finch
Dr Julia Murfitt
Dr Rosemary Meyer

Mrs Amanda Clark, Practice Manager

Contact details:

Tel: 01773 712552 or 715955
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Opening Times:

Monday to Friday 8.00am-6.30pm

Appointments

Monday to Friday -
8.30am-11.15am and 3.45pm-5.55pm

Extended Hours

Monday to Friday 6.30pm-7.15pm (Pre-booked appointments ONLY)

To make an appointment with the doctor please call in at, or telephone the surgery (01773 712552).

Appointments for specific doctors are usually available within one or two days, but if you feel your problem is more URGENT then we offer a daily triage service provided by our Nurse Practitioner. This service is available Monday to Friday between 8.00am and 3.30pm. You can call at any time during the day and DO NOT have to call at exactly 8am to use this service. The Nurse Practitioner can assess your needs and treat a number of minor ailments and infections, but can also arrange for you to see the doctor if appropriate.

How you can help us, to help you!

Help us to cut down on wasted appointment times.

- Please try to be on time for your appointment
- Tell us if you need to cancel an appointment.

PLEASE notify staff on reception, who will then be able to offer the time to another patient, and therefore the appointment is not wasted.

A few Updates

We would like to welcome a new member to our team, Dr Rosemary Meyer joined the practice as a salaried GP in September. Dr Meyer is available on Tuesday, Wednesday and Thursday.

Dr Alex Dunn has returned to the practice for his final 12 months of GP training and will be with us until August 2017.

Flu Sessions -

The Department of Health recommend a vaccination if you are in one of the following groups:

People aged 65 years or over

People of any age with any of the following:

Heart disease including angina

Heart attack, congenital heart disease and valve problems

Respiratory disease including Asthma, bronchitis and COPD

Suppression of the immune system, eg; splenectomy, caused by certain treatment, and some cancers

Pregnant women

Chronic neurological disease including Multiple Sclerosis and Parkinson's Disease

Learning Disability, or are a Carer or living in a care home

You may also be eligible for the Pneumonia vaccination or Shingles vaccination (please ask at Reception)

SUPPORT YOUR LOCAL SURGERY AND VISIT YOUR GP FOR YOUR FREE ANNUAL FLU VACCINATION.

**Saturday 8th October 2016 and Saturday 29th October 2016
CALL TO BOOK AN APPOINTMENT NOW!**

WINTER IS COMING — ARE YOU PREPARED?

Have you had your flu vaccination yet this year?

Remember to wrap up and keep warm!

Coughs and Colds - Drink plenty of fluids, make sure you have Paracetamol and Ibuprofen in your medicine cupboard, to help lower temperature and ease aches and pains.



Further advice is available at www.nhs.uk/Livewell/winterhealth/

Why not visit our Website?

www.BrooklynMedicalPractice.co.uk

Have a look at our practice website. There's plenty of information on there about the services we provide.

Complete our online patient survey

Why not save time - order your repeat prescription or book appointments. You can use our online services anytime to suit you, day or night! We provide other services too.

Read the latest surgery news

Let us know if you move house or change telephone number

ANNUAL HEALTH CHECKS

Following patient feedback and discussions as part of our CQC inspection in March this year, the practice has changed its procedure for recalling our patients for their annual health checks.

It is recommended that patients who have 'chronic' or 'long-term' conditions receive an annual health check to ensure their condition is being managed properly.

Previously we have invited our patients for their reviews based on their individual conditions, and those patients with multiple conditions have attended for separate appointments or clinics. We have now combined our clinics so that patients can attend for multiple reviews in one appointment, saving time for our patients and our staff, also giving patients more choice of days and times for their appointments.

To make sure we allow enough time for each health check we are now booking reviews based on the following:

Blood pressure review = 10 minutes

1 x long-term condition = 20 minutes

2 x long-term conditions = 30 minutes

3 x long-term conditions = 40 minutes

(for example, if a patient has both diabetes and heart disease they will have a 30 minute appointment for review of both these conditions at the same time)

We are also sending patients their invites for review during their 'birthday' month, so hopefully this will be an easy way to remember when your annual review is due each year.

If you have any questions about these changes, please contact Reception.

CQC Inspection and Report

The practice had its CQC inspection in March 2016 and received an overall 'GOOD' rating.

We would like to take this opportunity to thank all those patients who took the time to give feedback before the inspection day and also time to speak to the CQC inspectors on the day of our visit to discuss the services we provide.

Please visit our website and follow the link to view the full report.



Please keep your contact details up-to-date.

Let us know as soon as possible if you change your mobile telephone number so that we can update your records. It is important that we have current contact details for all our patients, and we can only do this with your help.

PATIENT PARTICIPATION GROUP

Are you interested in finding out more about Brooklyn Medical Practice?
Would you like to help influence the development of local health services?

Brooklyn Medical Practice has a Patient Participation Group, so why not come along to discuss your ideas and hear about our plans for the future.

If you are interested in joining the group, or have any questions about the role of the Patient Participation Group, then please contact — Mrs Amanda Clark, Practice Manager or Mrs Diane O'Kine, Assistant Manager
On 01773 712552 / Or email Brooklyn.ppg@nhs.net