

Autumn 2017 Newsletter

Broom Leys Surgery

Goodbye

It is with sadness that we say goodbye to three valued members of Broom Leys Surgery; Dr David Hall, Nurse Diane Coward and Gareth Crump - We thank them for everything they have done for us over the years and they will be sadly missed by patients and staff alike, we wish them all the best with their future ventures.

Welcome

It is with pleasure that we welcome two new permanent nurses to the surgery - Nurse Jo Mccann and Nurse Karen Hall, they have already started sessions in the surgery so be sure to say hello and make them feel welcome if you see them!

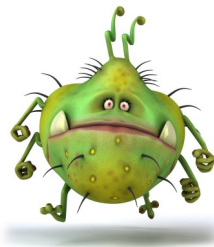
Named GP

This does not mean that you will only see your named GP, your care will still be provided by the most appropriate member of the clinical team here at Broom Leys Surgery. Having a 'named GP/Your GP' does not prevent or restrict you from seeing any other doctor or nurse in the practice as you currently do. Continue to book your appointments with the practice in the same way that you do now.

Flu campaign

We have given out **1462** flu vaccinations this season!!

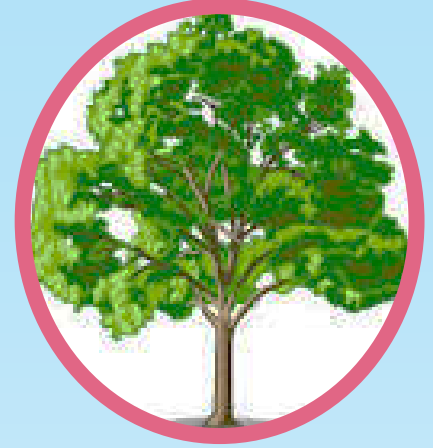
If you still haven't had your flu vaccination and are eligible please book in to one of our clinics!



Zero Tolerance Policy

The surgery operates a zero tolerance policy on unacceptable behaviour towards staff.

We are here to help you – please respect all members of the practice team whether in the surgery or on the phone.



Surgery Opening Hours

Monday—Friday

Morning (8:00-12:45)

Afternoon (1:30-6:00)

We are closed for lunch between the hours 12:45 - 1:30

Phone Number - 01530 832095

Email Address -

BroomLeysSurgery.Patients@nhs.net

Lost appointment time in October 2017 due to patients non-attendance

GP's	28 appointments lost	4 hr 40 mins
Nurse's	48 appointments lost	9 hr 55 mins
HCA's	50 appointments lost	9 hr 30 mins

All together that is 24 hours of appointments that have been wasted.

If you are unable to make an appointment if you could cancel by calling the surgery it would be greatly appreciated as these appointments could be used by other patients who are on waiting lists for appointments.

Online Access Appointments

We now are able to pre-book appointments online, if you do have access to the internet we do have a selection of appointments to book online with multiple GP's so if you are near the surgery all we need from yourselves is a photographic form of I.D and five minutes of your time and you will be up and running!

Coffee Mornings

We are now holding coffee mornings here in the surgery on a Friday from 10:30am.

We have local area coordinator that attends and will be able to point you in the right direction to different things that are going on in the community.

Free tea & coffee and a good natter with local people - what's not to love!

Repeat Prescription Box

As some of you are aware the repeat prescription box in reception will be removed as of the 1st of December.

The way to order repeat prescriptions will be to either order through your nominated chemist or to request the items online through your online access account.

Christmas Opening Hours

The Christmas opening hours for the surgery will be as follows;

Saturday 23rd December - Tuesday 26th December **CLOSED**

We will be back open as normal hours on the Wednesday 27th December until Friday 29th December

Saturday 30th December - 1st January 2018 **CLOSED**

We will be back to our normal working practice on Tuesday 2nd January 2018