

May 2017 issue

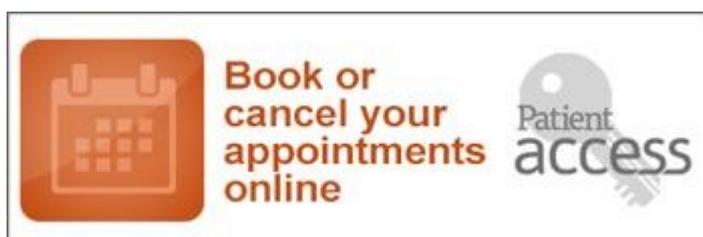
# Broom Leys Surgery

## Online Access

Patient Access lets you use the online services of our practice. These can include;

- Arranging face-to-face appointments
- Ordering repeat medication
- Viewing your medical records

If you aren't already registered for online access - please ask a member of our reception team!

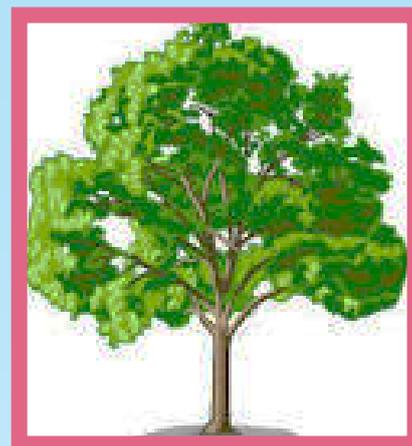


## Surgery News

We welcome to the surgery Dr Suboohi Rahman who will be taking the place of Dr Srivastava whilst she is on maternity leave as she has just given birth to a beautiful baby girl. We will also be saying goodbye to John who works in our medicine management team, we wish him the best of luck on his future venture.

## EPS

We are now offering an easier way to order prescriptions, it is the electronic prescription service and we have found works really well with your nearest chemist, you can ring and order through them, with it being ready and waiting for you at the chemist 48 hours later - It is signed off quicker and saves the trees!



## 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 April 2017 due to patients non-attendance

GP's	6 hr 50 mins	42 appointments lost
Nurses	13 hrs	53 appointments lost
HCA's	7 hr 10mins	61 appointments lost

### What you will need to bring for routine appointments

Bring a urine sample to diabetic reviews

You must bring your red book to any child vaccination appointments

Bring all your inhalers and spacer devices to asthma and COPD reviews

### Smoking

If you or someone you know is a smoker and would like help quitting please keep reading!

Quit Ready Leicestershire is a service that can help!

Call them directly on 0345 646 66 66

Alternatively you can visit their website [www.quitready.co.uk](http://www.quitready.co.uk) for more information

### Coil/Implant Fittings & Removals!

Dr Rahman will be holding regular clinics which we are now able to offer coil fitting and changes as well as implant changes with Dr Clode-Baker - Please speak to a member of staff for details or call the surgery on 01530 832095 to book an appointment.

### Gentle Reminder to Patients

We are getting an increasing amount of urgent prescription requests. We need to reiterate as a surgery the wait time for requests is 48 hours and we are not able to do 'on the day requests' unless it's a medical emergency. We are also getting increasing amounts of people walking in to the surgery and expecting to be seen, this also is a service we are unable to offer as a practice, we are only able to see patients through the regular channels of booking prior to seeing the doctor.

We also ask that you only order medication when it is due as we will not be able to authorize early prescriptions. If you have any queries regarding your prescription please contact the medicines management team.

### Changes to the surgery

We are in the process of redecorating and updating the facilities at the surgery, we are also changing the lighting in the waiting area to make the surgery a nicer experience for you to attend your appointments. You shouldn't notice any disruption but please bear with us during this time, we thank you for your patience.