

Summer 2017 issue

## Broom Leys Surgery

### Goodbye Jean!!

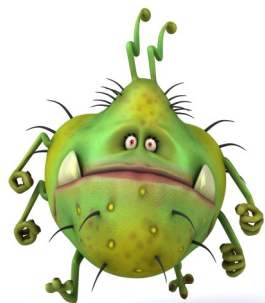
On the 13th July we will be waving goodbye to a very valued member of the Broom Leys Surgery team, nurse Jean Bates as many of you know she will be retiring after 40 years as a nurse,

30 years as a practice nurse and 8 years of working at this practice! She will be putting her retirement to very good use as she will be volunteering for different charities! I'm sure we can all agree she will be missed and we wish her the best on her future ventures!

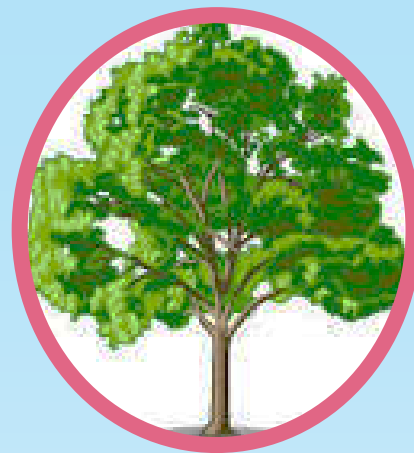


### Flu

Flu season is fast approaching us starting at the start of September!



We now have the clinics on our system to be able to book appointments. If you are eligible for the flu jab please contact us to book an appointment in!



### 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 June 2017 due to patients non-attendance

<b>GP's</b>	<b>6 hours</b>	<b>37 appointments lost</b>
<b>Nurses</b>	<b>13 hrs</b>	<b>69 appointments lost</b>
<b>HCA's</b>	<b>7 hr 10mins</b>	<b>84 appointments lost</b>

### 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.

### NHS Health Checks

Are you aged between 40-74 without a chronic health condition?

Book in for your free NHS health M.O.T today!

It is designed to spot early signs of;

- Dementia
- Heart disease
- Stroke
- Type 2 diabetes
- Kidney disease

As unfortunately as you get older you become at higher risk of these diseases and we are here to give you a general check to keep you at the healthiest you can be and if your not, we can point you in the right direction!

### PPG Meetings

Would you like to have your say in how Broom Leys Surgery can be more pro-active?

Do you have ideas for the surgery?

Any questions about the surgery?

Do you think you could help in making Broom Leys Surgery a happier & more patient friendly place?

Our Patient participation group is the place you should be, it's a meeting held at the surgery for staff and patients to get together and come up with ways to make the surgery work better and smarter and more patient friendly place!

For more information and to sign up please ask at reception or see our PPG leaflet!



### Facebook!

The surgery is now on Facebook, please like and follow us for more medical information, for updates on the surgery and also to see the different campaigns the NHS have on!