

# Broom Leys Surgery

## Organ Donation Awareness

22 people die every day while waiting for a transplant.

1 donor can save 8 peoples lives  
and change the life's of 50 people



Most people hear organ donation and are scared of it, it is something to be proud of - you are giving a new lease of life to somebody who wouldn't have it if it wasn't for you!

## Surgery News

Our new website launched on the 1.3.18 - Which is interactive, you can download documents and send back to the surgery via the website!

We have new members of staff that have joined or are due to join us..

Our new HCA is settling in well and she started at Broom Leys Surgery at the end of March.

We have also recruited 2 new practice nurses, one will be starting at the end of April and one starts in June.

We are sure you will give these 3 lovely ladies the warmest Broom Leys welcome!

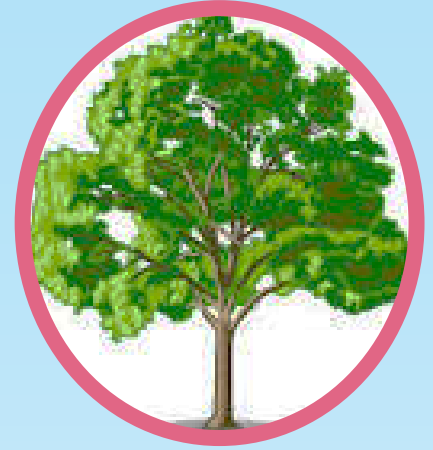
Our Practice Nurse Manager Karen has started a Diabetic Diploma Course, so we wish her the best of luck with that!

## SCR

We are at the minute in the process of asking all patients that haven't already signed up to the Summary Care Record if they give permission.

## CQC Inspection

We recently had our CQC inspection and we were rated Good in the overall report, this is available for public viewing at our website. We understand that the surgery at the minute is going through changes at this current time and we thank you for your understanding and your co-operation during this time.



## 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 March 2018 due to patients non-attendance

<b>GP's</b>	<b>37 Appointments</b>	<b>6 Hours of missed appointments</b>
<b>Nurse's</b>	<b>79 appointments</b>	<b>20 hours of missed appointments</b>
<b>HCA's</b>	<b>38 appointments</b>	<b>7 hours of missed appointments</b>

The local NHS no longer support the prescribing of over the counter medication for common conditions, if you are in doubt please ask your local pharmacist.

When a GP prescribes paracetamol to a patient it costs the NHS £10 even though it is sold at as little as 19p in high street shops.

The NHS bill for paracetamol as of 5th July 2017 was **70 MILLION POUNDS.**

**Please aid us in saving the NHS this money by purchasing paracetamol over the counter.**

### Confidentiality at the Reception Desk

Protecting patient confidentiality is an important issue we take very seriously. Unfortunately, the reception desk is in the waiting room area and it is difficult to talk to the receptionist without being overheard. So if you are waiting please give the person ahead of you space. If you want to speak to the receptionist confidentially, please just ask and they will arrange a private room.

Alternatively, you could telephone the surgery as the telephone calls are answered away from the reception desk in the back office.

### Signposting you to the best care available

**NHS 111** - If you urgently need medical help or advice but it isn't a life threatening situation.

You can also call 111 if you are unsure which service you need.

**Your local Pharmacy** - Your pharmacist can give you advice for many common minor illnesses such as diarrhoea, minor infections, headaches, travel advice and sore throats.

**GP appointment** - if you are feeling unwell and it isn't an emergency or because it is something you cannot visit the pharmacy for.

**Walk in /urgent care centre** - if you have a minor illness or injury (cuts, sprains or rashes) and it cannot wait until your GP surgery is open.

**999** - If someone is seriously ill or injury and their life is at risk