



**NEWSLETTER
ISSUE 24
JAN-MAR 2018**

In This Issue:

- Breast screening invites
- Dry January
- Flu season update
- DNAs
- Staff changes

Practice opening times:

The practice is open

Mon-Fri 7.30-am-6.30pm

Weekend– closed

Patient Forum (PPG)

Are you passionate about health services? Would you like to be the voice of your local community? If yes, then why not joining our PPG? Please contact the group's chair Mr Dennis Bancroft on 0115 953 6005 or email: dennis.bancroft1@ntlworld.com for more information. Alternatively enquire at the reception.



Welcome to the Winter 2018 issue of the Practice Newsletter. We continue our aim to keep you informed of the services at Hucknall Road and also keep you up-to-date with the latest news and developments. You can subscribe to our newsletter at www.hucknallrdmc.co.uk and you will automatically receive a copy via email each time the latest issue is released.

Breast Screening Invite

All eligible women will shortly be invited for breast screening. This is a 3 yearly recall. The Breast screening age has been extended to 47 – 73 years as part of a research study into the risks and benefits of extending the age range to women who are slightly older or slightly younger than usual 50 -70 years. For more information please visit <https://www.nhs.uk/conditions/breast-cancer-screening/Pages/Introduction.aspx>



Dry January



Dry January is the annual commitment to not drink alcohol for the whole month of January. There are numerous benefits to giving up the booze such as, improved sleep and skin and weight loss. It can also save you money. To aid you with this there is a great website and app which helps you track benefits <https://www.alcoholconcern.org.uk/dry-january>

Training Event

The Practice will be closed from 12.00pm on **Tuesday 6th February and 14th March** for staff training. Please note that on training days prescriptions will not be available from 12.00noon until 7.30am the following day. We apologise for any inconvenience this may cause.

Service updates:

- **Repeat prescriptions**— your prescriptions will be ready to collect after 48hrs from initial request.
- **Home visits**— if you /or a person you care for require a home visit, please ring the practice before 11.00am

Website

For more information on medical news, local campaigns and where to get an advice, please visit our website www.hucknallrdmc.co.uk

Your Feedback

Your feedback is very important to us. Please feel free to write to us with your comments, suggestions or questions. Our address is shown above, alternatively you can leave you comments at the reception.

Carers

Are you a carer?

A carer is a person of any age (including children) who provides unpaid support to a partner, relative, friend or neighbour who couldn't get help by themselves. Many carers do not identify with the label 'carer'. Instead you may see yourself as looking after someone you care about. Also if you receive statutory payments you are still considered a carer.

If you are a carer, please let your surgery know as there may be information and resources available to assist you.

Online Prescription Requests

We have changed the settings of our online prescription requests. You can now order medication 14 days before it is due to run out (It was previously 7 days) This will hopefully make the service more convenient and ensure patients don't run out of medication due to the previously short timeframe.



Successful Flu Season

Our past flu season has been our of our most successful flu seasons to date. We have vaccinated over 2500 patients. During our dedicated Saturday flu clinic we vaccinated almost 600 in 3 hours! There is still time to get vaccinated if you are eligible however this is only available until the end of February.



The Friends and Family Test

We are happy to learn that over the past quarter 94% of responders said they were 'extremely likely' or 'likely' to recommend us to their friends and family. If you would like to comment on our services, please visit our website or pick up a card from the reception.



DNAs—Do you struggle to get an appointment?

Between October—December 2017, 964 appointments were wasted by patients who did not attend. If you cannot make your appointment please ring and cancel or sign up for our SMS service and you can cancel by text. By not attending you are blocking someone else from having that appointment and wasting NHS time and money.

Staff changes

We said goodbye to our F2, Dr Chivers in December however we have been joined by Dr Jaidi We also have a new receptionist Sanna. She is still currently training.