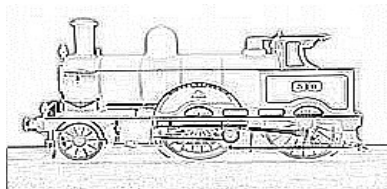


The Old Station Surgery

PATIENT NEWSLETTER

Issue 5: July—September 2018



Heanor Road, Ilkeston,
Derbyshire, DE7 8ES

0115 930 1105 – Appointments only
0115 930 1055 – General enquiries

www.oldstationsurgery.co.uk



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Community News & Events

Pulmonary Rehabilitation

- Do you have a lung condition?
- Breathless?
- Coughing?

Call 0115 951 2440 for
more information

Dates for your Calendar

Surgery will be closed from 12.30pm on the following dates for staff training:

- Wednesday 11th July,
12th September

And due to bank holidays:

- Monday 27th August

Appointment system – Cancellations and DNAs

Not attending appointments has always been an issue within the NHS; 'did not attend' (DNAs) result in wasted time and wasted money.



We would just like to remind our patients that there are plenty of ways in which you can quickly and easily cancel your appointment, allowing someone else to be seen.

1. Cancel via Text Message - Sign up to SMS appointment reminders and you can cancel your appointment by simply texting 'CANCEL' to the number given.
2. Cancel via SystmOnline - Sign up to our online services and you can cancel your appointment on-line using your smartphone, tablet or PC.
3. Cancel via Telephone - Call our enquiries line on 0115 9301055. Although it may be difficult to get through due to our phone lines being very busy, especially during peak hours, so cancelling by text or online may be easier.



We publish the amount of DNA appointments we have each quarter. See the reverse of this newsletter for more information on how many we've had in Spring.

If you would like to sign up to text message reminders or our online services, please visit any of our surgeries and speak to one of our reception staff.

For more information call our enquiries line on **0115 9301055** or visit our website at **www.oldstationsurgery.co.uk**

Hearing Help UK

Hearing Help UK is a local charity sponsored by Derbyshire County Council that offers free hearing assistance and equipment to our patients within Derbyshire.



For more information, they will be in Old Station Surgery on the first Wednesday of each month from 9:30am—12:30pm, so the next date will be 4th July.

Alternatively, call **01773 570976** or visit: **www.hearinghelpuk.com**

'Did Not Attend'

Rates

Amount of appointments missed from

April – June 2018

by appointment type:

- Doctor: 300
- Nurse: 166
- Health Care Assistant: 147

TOTAL: 613

Time Wasted (hours): 132

Last month (hours): 152

Friends and Family Results

Did you know that **91%** of patients would recommend Old Station Surgery.

Have Your Say

We are always looking to improve our services and need your feedback to do so. This can be done:

- In Surgery
 - Via SMS Message
 - On our website
- www.oldstationsurgery.co.uk

Practice Participation Group

Is there something you would like to see profiled in the surgery or a health topic you would like to know more about?

We have a rolling programme of speakers and information days; please contact Anna Bednarska – the practice manager – for more information on getting involved with our PPG team.

Living well with Autism

The Living well with Autism service is open to Derbyshire County residents aged 18 years or over who have received a diagnosis of ASC (Autism Spectrum Condition). The service is also available to their families and carers.



They offer a wide range of services to help support you and the people around you.

For more information, see www.livingwellwithautism.org.uk or call **01332 301350**

Summer Sun Safety

Protection from the sun not only prevents sunburn, but in the long term can help reduce the risk of developing skin cancer.



To maximise your protection spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October, also make sure you:

- Cover up with suitable clothing and sunglasses
- Take extra care with children
- Use a sun protection factor (SPF) of at least 15 to protect against UVB
- Use at least four-star UVA protection

Visit: www.nhs.uk for more information

Dealing with Hay fever

Besides taking your regular antihistamines, allergy UK recommends these three top tips to help manage your hay fever:



1. Monitor pollen forecasts daily and stay indoors wherever possible when the count is high. Rain washes pollen from the air so counts should be lower on cooler, wet days.
2. On high pollen days, shower and wash your hair after arriving home and change your clothing.
3. Avoid drying washing on a clothes-line outside when pollen counts are high.

For more detailed information about hay fever and for more useful tips on management and treatment, visit: www.allergyuk.org

Alzheimer's Society -

Dementia Awareness Fund Raiser

On Wednesday 13th June our practice staff took part in a dementia awareness training day run by members of the Alzheimer's society.

After the training we had some cakes on sale and managed to raise £56 in donations for the Society.

For more information on dementia, go to:

www.alzheimers.org.uk

