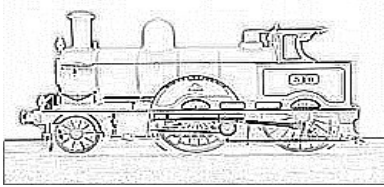


The Old Station Surgery

PATIENT NEWSLETTER

Issue 3: January—March 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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1. Wellbeing Erewash
2. Travel Immunisations
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4. 111
5. Going Smoke Free
6. Staff Changes

Community News & Events

Dementia Friendly Matinée

Screenings at St John's
Church Hall:

- Singin' in the Rain
- Annie Get Your Gun
- The King and I

Derby Prostate Cancer
Support Group

See our surgery website for
details on both of these.

Dates for your Calendar

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

- Wednesday 14th Feb
- Wednesday 14th March

Wellbeing Erewash

Wellbeing Erewash is a new approach to health
and social care.

Wellbeing means feeling as well as you can be,
physically and mentally, with the confidence
and support you need to choose a healthy lifestyle and to get help when you need
it.

Wellbeing Erewash is focusing on three main areas:

- Personal Resilience
- Community Resilience
- Integrated Services

Call 0115 9316100 for more information

Or visit the website at www.wellbeingerewash.org.uk



Travel Immunisations

After a shortage of travel vaccinations through Winter,
we are happy to say we have stock in once again.

A form will need to be completed before your appointment.

This form can either be collected from our surgery or found
online at our website. Once this has been completed, an appointment can be
booked with one of nurses by calling our appointments line on **0115 9301105**.



Online Services



A reminder that we have services available online. These include being able to:

- Book and cancel appointments
- Order repeat prescriptions
- View your medical record

Speak to one of our receptionists or go to our website -
www.oldstationsurgery.co.uk - for more details.

'Did Not Attend'

Rates

Amount of appointments missed from

**October 1st 2017-
December 31st 2017**

by appointment type:

- Doctor: 366
- Nurse: 240
- Health Care Assistant: 177

TOTAL: 783

Time Wasted (hours): 158

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 service 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 speaking to your PPG team.

111 Service - Out of Hours

For times when you need medical help and advice from someone you can trust, **call 111**. It's fast, easy and free.

The fully trained advisors are able to connect you to a doctor, a nurse or even a dentist.

If necessary they are able to send an ambulance to help. They are able to provide you with self-care advice, and also able to book you an appointment with a doctor.

They can provide mental health support or book you into any other NHS service.

The line is open 24/7.

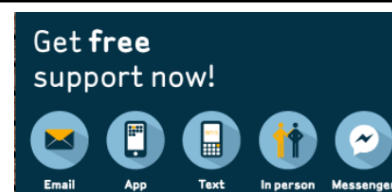


Going Smoke Free

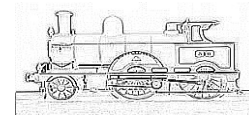
Visit www.nhs.uk/smokfree now for free advice on how to quit smoking.

The website provides information on:

- Cigarettes and your health
- E-cigarettes
- Ways to quit
- Success Stories
- Benefits of quitting



Staff Changes



Practice Manager:

- Anna Bednarska - Our new practice manager began January 2018.

GPs:

- Dr H. Zaklama
Dr Zaklama has recently returned from maternity leave and will have clinics across all sites on Mondays, Wednesdays and Thursdays.
- Dr L. Jones
Our new female GP that will be working primarily at the Old Station and Cotmanhay surgery on Tuesdays, Thursdays and Fridays.

Additional Staff

- Lindsay Barlow - Practice Nurse
- Julie Cox - Practice Pharmacist
- Laura Clarke - Phlebotomist based at Kirk Hallam

Receptionists:

- Emily Goodhead - Based at the Old Station Surgery
- Natalie Heslop - Based at Cotmanhay Surgery