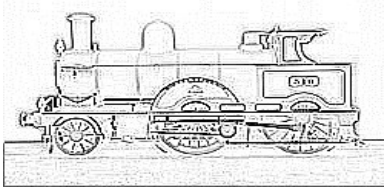


# The Old Station Surgery

## PATIENT NEWSLETTER

Issue 4: April—June 2018



Heanor Road, Ilkeston,  
Derbyshire, DE7 8ES

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

[www.oldstationsurgery.co.uk](http://www.oldstationsurgery.co.uk)



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### Community News & Events

#### Pulmonary Rehabilitation

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

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Call 0115 951 2440 for  
more information

#### Dates for your Calendar

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

- Wednesday 9th May,  
13th June

And due to bank holidays:

- Monday 7th & 28th  
May

### Appointment system– increased pressure

Recent months have proven to be very difficult for the NHS and our surgery. With winter pressure continuing into spring time, staff sickness and pre-planned holidays we acknowledge that our appointment system has not worked as effectively as we would like it to. We see longer than expected waiting times for routine GP appointments, increased patient demands as well as more appointments being missed. So what can we do? We have appointed a new GP who will be joining us from May and we have joined the On Day Service; therefore we will be able to offer more appointments. What we would like to ask you, our patients, is for your patience and understanding when we are understaffed and to inform us if you cannot attend your appointment so that we can offer it to others, and most importantly be mindful that pharmacies can also help with many health conditions.

### On Day Service

The On Day Service is a new service running in Ilkeston to improve access to primary care.

Patients who call our surgery for an appointment may be directed on that same day to the On Day Service where they will be able to be seen by an advanced nurse practitioner at Littlewick Medical Centre on Nottingham Road.

The On Day Service is available from 8.00am to 6.30pm on weekdays, excluding bank holidays.

Visit: [www.wellbeingerewash.org.uk/integrated-services](http://www.wellbeingerewash.org.uk/integrated-services) for more information.



### Live Life Better Derbyshire

Live life better Derbyshire is a free service for you that can help with:

- Losing Weight
- Stopping Smoking
- Mental Wellbeing
- Alcohol Awareness
- Falls Prevention and more...

Their friendly and fully trained staff are there to help you whatever your goal and will be with you every step of the way offering support and advice.

Call **0800 085 2299** or visit: [www.livelifebetterderbyshire.org.uk](http://www.livelifebetterderbyshire.org.uk)



