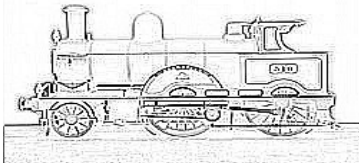


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Welcome to the 16th Issue of our Newsletter; we hope you will find it informative. If you have any comments or suggestions on what we should include in the future releases, please let us know via the suggestions section on our website at www.oldstationsurgery.co.uk



Content:

- 1. NHSE stay well campaign**
- 2. Friends and Family Tests results**
- 3. Getting to know us - staff update.**
- 4. Festive wishes**

Surgery Closures

All of our surgeries will be **closed on 25th, 26th December and 1st of January.**

We will also be **closing earlier at 16.00 on 24th and 31st December**

Please ensure you have ordered and collected any necessary prescriptions before closure, remembering to allow at least 48 hours from the time of your request.

PPG Meeting Date:

Next PPG Meeting will be held on **Tuesday 14th January at 18.00** at Old Station surgery.

All Welcome!!!

NHSE Stay well this winter campaign

The NHS is facing another very demanding winter and we're already seeing lots of cases of flu and norovirus in our hospitals.

With pressures expected to rise, we're asking those eligible to follow the lead of millions of others and come forward and get protected against flu and covid as soon as possible. Hospitals have reported a rise in RSV cases in recent weeks, and so we are reminding mums-to-be (28 weeks or later) and those aged 75 to 79 to take up their vaccine offer as well.

There's a number of other things you can do to help us help you this winter:

Self-care and good hand hygiene

Many, otherwise well, people can pick up minor illnesses over the winter period. There are a few things you can do to prepare and alleviate certain issues:

Keep your medicine cabinet stocked with things to help, like pain relief and cough syrup. You can help others by practicing good hand hygiene and catching coughs and sneezes in your elbow or a tissue – and disposing of it in the bin.

Cleaning surfaces and children's toys regularly can also help limit the spread of any harmful viruses. It's really important to look after yourself and to give your immune system the best chance, so stay hydrated and active and get those important vaccines if eligible.

Looking after others

Remember that other people, such as older neighbours, friends and family members, may need some extra help over the winter. Things like ensuring they are warm and have all the medications they need ahead of cold weather and any holiday period.

Who's most at risk from cold weather?

Some people are more vulnerable to the effects of cold weather. This includes:

- people aged 65 and older
- babies and children under the age of 5
- people on a low income
- people who have a long-term health condition
- people with a disability
- pregnant women
- people who have a mental health condition

Get advice if you feel unwell

You can get help and advice from:

- a pharmacy – pharmacists can give treatment advice for a range of minor illnesses and can tell you if you need to see a doctor
- your GP – you may be able to speak to a GP online or over the phone, or go in for an appointment if they think you need to
- NHS 111 – go to 111.nhs.uk or call 111 if you have an urgent medical problem and you are not sure what to do

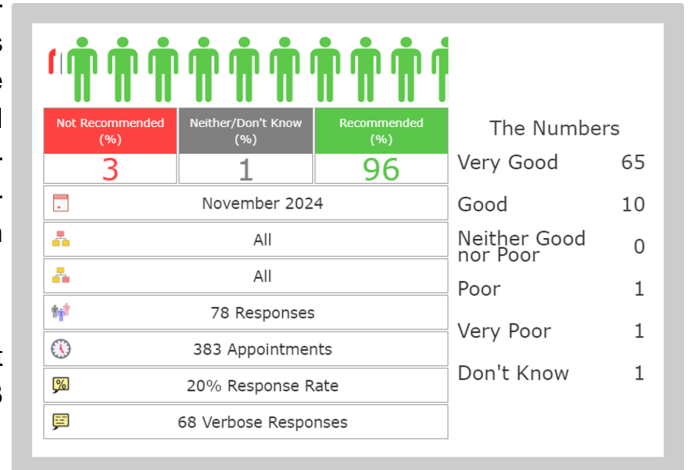
The sooner you get advice, the sooner you're likely to get better.
In an emergency, go to A&E immediately or call 999.

Your Feedback- Friends and Family Test

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to the views of patients and staff helps identify what is working well, what can be improved and how.

The FFT asks patients if they would recommend the services they have used and offers a range of responses which are collated and publicised within our practice and also shared with NHSE. We are very grateful to all of you who took time to submit your answers and provided us with your feedback. We were pleased to receive all of your responses. The results for last month (Nov) are presented in the graph.

These results can also be viewed on our website at www.oldstationsurgery.co.uk and across all of our 3 sites in the main waiting area.



Getting to know us– Staff Update.

We have recently welcomed new members to our clinical team.

Dr Sekinat Abubakar joined us at the end of November. She is a female GP with keen interest in woman's health and she will be working with us 3 days a week.

We also recently welcomed Natalie, new Treatment Room Nurse to our team. Natalie will also be working 3 days a week providing care across all 3 sites.



More information on our team is available on our website at www.oldstationsurgery.co.uk

Season's Greetings from All at Old Station Surgery

We would like to wish All of our patients and their families peace, health and prosperity in the coming year!

Merry Christmas

