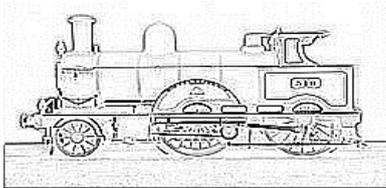


The Old Station Surgery

PATIENT NEWSLETTER

Issue 9: Autumn 2019



Heanor Road, Ilkeston,
Derbyshire, DE7 8ES

0115 930 1105 – Appointments only

0115 930 1055 – General enquiries

www.oldstationsurgery.co.uk



Contents:

1. Flu Vaccinations and Appointments
2. Online Triage
3. Social Prescribing
4. Sepsis Awareness
5. Staff Changes

Dates for your Calendar

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

- Wednesday 13th Nov
- Wednesday 9th Jan

All of our surgeries will also be closed on the following days over throughout the Winter holidays period:

- Wednesday 25th Dec
- Thursday 26th Dec
- Wednesday 1st Jan

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

Flu Vaccinations and Appointments

Just a reminder that we still have flu vaccinations and appointments available!

Everyone aged 65 and over is eligible for a free flu vaccination.

Those patients aged 64 and under that also currently suffer with one of the following, are also eligible:

- COPD
- Asthma (and use regular steroid inhalers)
- Diabetes
- Heart Disease
- Chronic Kidney Disease
- Chronic Liver Disease
- Chronic Neurological Disease

Or if you:

- Are Currently Pregnant
- Have a BMI of 40+
- Are a Carer

Support the NHS by having your vaccination done at your local GP surgery.

Book your appointment now by calling our appointments line on:

0115 9301105



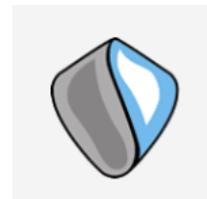
Online Triage - Engage Consult

Engage consult is a new triage service available to our patients. It allows you to tell us about your problem and request medical advice using your smartphone, tablet or PC.

How to access this service:

- Visit our practice website at: www.oldstationsurgery.co.uk
- Find the 'Online Triage' section on our front page
- Choose to consult about a medical problem
- Answer the series of simple questions to assist our nursing team

Once you've submitted your query, our advanced nurse practitioners will review the report you submitted and decide the best course of action; whether that be phoning with advice, prescribing medication or arranging a face to face appointment. You will usually hear from us the same day your query was submitted.



'Did Not Attend'

Rates

Amount of appointments missed from

July – September 2019

by appointment type:

- Doctor: 339
- Nurse: 168
- Health Care Assistant: 181

TOTAL: 688

Time Wasted (hours): 157

Friends and Family Results

Did you know that **92%** 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

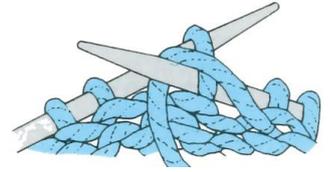
Practice Participation Group (PPG)

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 Louis Wood – our administrator – for more information on getting involved with our PPG team.

Social Prescribing

Many things affect your health and wellbeing. GPs tell us that a lot of people visit them feeling isolated or lonely. Or they might be stressed out by work, money and housing problems. Sometimes it's the stress of managing different long-term conditions.



That's where social prescribing comes in. It starts with a conversation. It might be the conversation you've just had with your doctor. Or with another person in the practice team. They will refer you to a social prescribing link worker.

The link worker is there to listen to you, and put you in touch with the people and activities that might help you to feel better.

For more information about social prescribing visit:

www.england.nhs.uk/personalisedcare/social-prescribing/

Sepsis

Sepsis is a life-threatening condition that arises when the body's reaction to an infection injures its own tissues and organs.



THE UK
SEPSIS
TRUST

If you or a person you care for has two or more of the following:

- A very high (or low) temperature
- A racing heart beat
- Rapid shallow breathing
- Confusion

You may have sepsis. You should seek immediate medical advice if you are at all concerned, via 111. Don't be afraid to say "I think this might be sepsis."

For more information, visit www.sepsistrust.org

Staff Changes

Doctors

- Dr Justine Horton - Based at all three sites
Dr Horton is a salaried GP who sees patients mainly on Mondays and Wednesdays, and at times also covers Thursdays. She currently looks after our gold standards and palliative care register and also has a keen interest in mental health and wellbeing

Advanced Nurse Practitioners

- Steph Bowler - Based primarily at Old Station Surgery
Steph is a new addition to our wonderful ANP (Advanced Nurse Practitioner) team. She will be assisting with home visits as well as telephone triage and 'on the day' appointments.

Receptionists

- Marie Hatton - Based at Old Station Surgery
- Jodie Gouldson - Based at Old Station Surgery

Lisa has recently left our team, we would like to wish her all the best for the future!

