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Medical Practice



## Our Reception Team

To enable a member of our reception team to access an appropriate type of appointment for you, it is helpful if you can let them know why you need to come in. We understand that this won't always be possible.

If you are worried about confidentiality, you can speak to a member of the reception team in private.

Please call our main switchboard number on 440018 to book an appointment at our surgery.



## Book on the day appointments

We are a busy practice and providing book on the day appointments makes it easier for you to see a doctor quickly.

On average half of our doctor appointments are book-on-the-day. You can phone from 8.30 am Monday-Friday for these appointments, but they are offered on a **'first come, first served'** basis.

If you are registered for **online services** there are a limited number of appointments released every day specifically for online booking.

## Help us to help you

### Why it might be difficult to get an appointment

The surgery is especially busy on Mondays and Tuesdays. If your appointment is not urgent, try to book on a less busy day and phone us after 9.30 am.

### Nurse Practitioners and Practice Nurses

In a number of cases it might be worth considering an appointment



## Telephone appointments

Telephone appointments allow you to speak to the doctor without having to come in to the surgery. However, not all issues can be assessed by telephone so you will need to provide some details to the receptionist.

Rest assured that if, after speaking to you, the doctor thinks you need to be seen urgently, you will be asked to come in and see the duty doctor on the same day.



## Pre-bookable appointments

You also have the option to book a doctors appointment up to four weeks in advance if this is more convenient for you. Nurse appointments can be booked up to ten weeks in advance.

To enable the nurse to prepare for your appointment it is helpful if you can let a receptionist know why you are coming in.

We understand that this won't always be possible.



with a nurse practitioner or practice nurse rather than a doctor. They are qualified to deal with many conditions and you may be seen more quickly.

### Cancellations

**In June 2017, 342 appointments (equal to 67½ hours) were not attended. If you let us know as soon as possible if you can't attend your appointment, we can then make it available for another patient.**



Dr Ian Watson



**Coughing for 3 weeks?**

**Get out of breath easily?**

**Do you have either of these symptoms? Tell your doctor**

**BE CLEAR ON CANCER**

**... about how important it is to see your doctor**



"I would urge anybody with symptoms that might be lung cancer, like a persistent cough, to go and see their doctor straight away. I'm glad I did. I was diagnosed with lung cancer in 2003 and I can still do all the things I did before my treatment, like long walks, swimming and spending time with my family."

Ann Long, aged 80  
Supporter of the Roy Castle Lung Cancer Foundation



"I was working on a building site and was starting to feel more and more out of breath as I went about my work. I was carrying less and less material around and found it hard to get anything done without pausing for breath. I didn't realise how bad it was and tried to hide it, but my family and workmates began to notice and persuaded me to visit my doctor. I was diagnosed with COPD and

now I am receiving treatment for it, things are so much more manageable. I can finally walk reasonable distances again without pausing for breath!"

Alan Cooley, aged 68  
Supporter of the British Lung Foundation

*Appointment statistics from June 2017 show that 207 Pre-bookable appointments that were booked on average 24 days in advance, were not attended. This resulted in 44½ hours of wasted doctor and nurse time.*

**Please ring us to cancel (or cancel online) if you don't need your appointment anymore.**

## What colour is your wee?

<p><b>1, 2, 3 Healthy Wee</b></p>	1. Good	<p><b>Over 4 Drink More</b></p>
	2. Good	
	3. Fair	
	4. Dehydrated	
	5. Dehydrated	
	6. Very Dehydrated	
	7. Severely Dehydrated	

Drinking more fluids helps to prevent infections and incontinence

**Aim to drink**  
2½ - 3½ pints or 1½ - 2 litres\*  
including water, decaffeinated and  
sugar free drinks per day.

\*unless otherwise advised by a healthcare professional

In partnership with Public Health  Nottinghamshire  
County Council



## Have you registered for Online Services yet?

- Once registered, you can book and cancel doctors appointments, request your repeat medication and change contact details, 24 hours a day, 7 days a week.
- It's easy to register; request a Registration Form from reception and bring your photographic ID in to the surgery, you must do this in person so we can verify your identity. You can also register your children under 14 years of age. The process takes 7 working days before you can pick up your login information.
- The first time you log in you will be asked to change the password to something you can remember.
- There is also an app for Android and Apple users, so you can access services from your smartphone.

**You can download a Registration Form from our website or pick one up from reception.**

## Contact Numbers

Appointments & Cancellations (8.30am to 6.00pm) .....	01623 440018
Emergencies and Home Visits (8.00am to 6.00pm) .....	01623 557108
Prescriptions (10.30am to 2.00pm) .....	01623 443006
Test Results (10.00am to 12.00pm) .....	01623 440018
NHS 111 non-emergency service (24 hours a day, 365 days a year).....	111



With more people facing cancer than ever before, we need you to join us and do something great to change lives.

## Beyond Diagnosis

Macmillan in partnership with Self Help UK have recently launched a service to provide practical and emotional support to people affected by cancer in Mansfield, Ashfield and Nottingham.

We are currently looking for volunteers who can give as little as 1-2 hours of their time per week to make a real difference to the lives of local people living with cancer.

If you can help, or if you are affected by cancer and would like to be supported by a volunteer, call Kerry on **07958 297919** email [volunteering@selfhelp.org.uk](mailto:volunteering@selfhelp.org.uk) or visit [www.selfhelp.org.uk/beyonddiagnosis](http://www.selfhelp.org.uk/beyonddiagnosis)



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## Staff Update

Registrar Dr Kweku has moved on to his next placement and Dr Oputteh leaves us at the end of July. We will then be welcoming new GP Registrar, Dr Cheema, and Dr Irfan will be returning to us in early August.

We welcome new staff members Kerry and Michelle to the reception team. We recently said goodbye to one of our reception team, Megan. Also Practice Nurse Lorraine left us in May. We wish them both well in their future careers.

## Staff Training Dates

We close at 12 noon on the following Wednesdays:

• 27 Sep	• 25 Oct
• 22 Nov	• 24 Jan 2018

The practice is closed ONCE a month for staff development and training, except in August and December. Our doctors, Nursing and administrative staff do need time to train together, which is vital to improve service delivery. We DO NOT close on other Wednesday afternoons.

## Lumps, Bumps, Warts or Moles?



Book in at Willowbrook Medical Practice to have them removed **FREE OF CHARGE** by our doctors if they are causing you discomfort or are catching when you get dressed or comb your hair. You don't have to be a patient of Willowbrook Medical Practice to qualify for this **FREE SERVICE!**