

Find us on **Facebook**  
@WillowbrookMedicalPractice



### YOUR Patient Group needs YOU!

**We hold bi-monthly meetings at the practice for patients to attend.**

The PPG meetings are held on the first Monday in the odd months from 6.00 to 7.30pm (see website for dates, agenda and minutes). If you wish to join our Patient Participation Group, please enquire at reception. See over for details of our Annual General Meeting.

\* \* \* \* \*

We are always looking for additional patients to join our Patient Participation Group and ePPG. We would like to know how we can improve our service to you and how you perceive our surgery and staff.

To help us with this, we have a virtual patient representation group (ePPG) so that you can have your say. We will send members of this representative group questions or surveys from time to time, such as what you think about our opening times or the quality of the care or service you received. We will only contact you via email and keep our surveys succinct so it shouldn't take too much of your time.

We aim to gather around a hundred patients from as broad a spectrum as possible to get a truly representative sample. We welcome patients from any backgrounds, e.g. workers, retirees, people with long term conditions and people from non-British ethnic groups. If you are happy for us to contact you occasionally by email please go to our website and fill in the form:

[willowbrookmp.co.uk/about-us/have-your-say-ppg/](http://willowbrookmp.co.uk/about-us/have-your-say-ppg/)

### Cancellation of appointments

Over the last few months, there has been a considerable increase in the number of appointments being cancelled at short notice, which we are then unable to offer to other patients.

Please make every effort to attend for all appointments made.

If you do need to cancel an appointment, please give at least **24 hours'** notice. Please also remember that if you cancel an appointment it may not be possible to offer you an alternative appointment on the same day.

*In the last 3 months we have had a total of **782 DNA** (did not attend) appointments which are shown below:*

- Oct 16; **269 DNA** Out of 7,043 appointments offered*
- Nov 16; **285 DNA** Out of 7,407 appointments offered*
- Dec 16; **228 DNA** Out of 6,225 appointments offered*

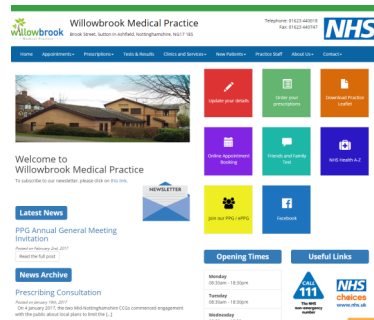
Brook Street • Sutton in Ashfield  
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01623 440018  
willowbrookmp.co.uk

# willowbrook

Medical Practice

### Have you seen our new-look website?

It has recently been updated with a fresh new look that is easy to navigate and is also mobile friendly.



You can find all the usual information plus easy links on each page to order your repeat medication, book GP appointments and update your details.

**Take a look at: [willowbrookmp.co.uk](http://willowbrookmp.co.uk)**

### Shingles Vaccinations

This year's program is for patients aged 70 & 78 on 1<sup>st</sup> Sept 2016 (and for those aged 71, 72 or 79 who haven't been vaccinated yet):

- Patients aged 70 to 74 years (02.09.1942 to 01.09.1946)**
- Patients aged 78 and 79 years(02.09.1936 to 01.09.1938)**

Shingles can occur at any age, with the highest incidence seen in older people: over 50,000 cases of Shingles occur in older people aged 70 and above each year. The incidence and severity of Shingles increases with age and this is thought to be associated with waning immunity. If you fit the age range criteria, we recommend that you have this vaccine to receive the best possible health care. Please make an appointment with the Nurse or ask for it when you have your Flu vaccine.

### Community Non Obstetric Ultrasound Service

HealthHarmonie are a Community Ultrasound Service provider and currently operate across all of Nottinghamshire CCG areas.

Through the GP referral system they are now offering an ultrasound service at Ashfield Medical Centre on King Street, in the centre of Sutton-in-Ashfield.

The average waiting time for patients is only 11 days, compared to secondary care which is on average between 3 and 6 weeks.



### ZERO TOLERANCE POLICY

A zero tolerance policy towards violent, threatening and abusive behaviour is in place throughout the NHS. The doctors, nurses and staff in this practice have the right to do their work in an environment free from violent, threatening or abusive behaviour and everything will be done to protect that right. At no time will any such behaviour be tolerated in this practice.

## 10 Healthy Tips for Winter



**Give up smoking**



**Get active**



**Manage your weight**



**Eat more Fibre**



**Cut down on saturated fat**



**Get your 5-a-day**



**Eat more fresh fish**



**Cut down on salt**



**Drink less alcohol**



**Read the food label**

## Staff Update

Since our last update a few people have come and gone.

We welcome Christine to our Reception team. Also, Registrars Dr Kweku who is with us until April and Dr Kingsley who is with us until August.

Dr Wa left in October 2016 and is currently on maternity leave and Dr Ho moved to his next placement in September 2016.



## Memory Loss and Dementia Diagnosis & Care Workshop Invitation

**Would you like to:**

- find out more about dementia?
- find out what is happening locally to improve Dementia services for you and your family?
- find out more about the support available locally?
- ask an expert about all aspects of the care and treatment of dementia?
- share your ideas to help to shape services going forward?

Citizens Reference Panel  
Inspiring health and wellbeing

Citizen Reference Panel members are hosting a Dementia/Memory event on **Tuesday 28th February 2017 from 5.30-7.30pm** at All Saints Community Centre, Huthwaite, Sutton-in-Ashfield, Notts.

The event promises to be interactive and informative with patient/carer stories, a clinical perspective, information on support agencies and will feature an 'Ask the Expert' Q&A session. To register your attendance or for more information contact: Julie Andrews on 01623 673329 or email [julie.andrews@mansfieldandashfieldccg.nhs.uk](mailto:julie.andrews@mansfieldandashfieldccg.nhs.uk)



## 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.**

## Useful 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

**Patient Participation Group Annual General Meeting**  
 We are holding our AGM on **13 March 2017 at 6.00pm**  
**All patients welcome!**

- This is **your** opportunity to find out about our patient group.
- Updates from a **Practice Partner**.
- An opportunity to give us **your** views.

## Staff Training Dates

We close at 12 noon on the following Wednesdays:

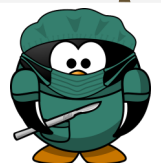
- **22 February**      • **26 April**
- **22 March**        • **17 May**

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.

**You can follow us on Facebook.** Search for @Willowbrook Medical Practice and click the Like button to get updates and the latest news from the surgery in your newsfeed (Facebook login required). You can also go to our main website [willowbrookmp.co.uk](http://willowbrookmp.co.uk) and go to the Facebook page.



## 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!**