



Nurse Sharon retires after 28 years at Willowbrook

On 31 July Nurse Sharon retired from Willowbrook after working with us for 28 years! Sharon joined the practice when we were located at the Sutton health centre and came with us to our new surgery. She retired after being Lead Nurse for around 5 years and has now handed the reins over to our new lead nurse, Hazel.

Sharon began her career as a nurse on a hospital ward and also spent time in the community and as a midwife, before settling in to life as a practice nurse at Willowbrook.

Sharon was a great asset to the surgery and her knowledge, skills and cheerful personality are greatly missed.

However, we are sure you will join us in wishing her a long and happy retirement!

The Doctors & staff would like to wish you a Very Merry Christmas and a peaceful New Year

Our former caretaker Alan retired at the end of November after 11 years at Willowbrook.



He will be greatly missed by us all and we wish him a long and happy retirement, which is well deserved.

Friends from the surgery joined him for a farewell meal at the Snipe where he was presented with gifts from the staff and the doctors.

Future Closure Dates

CLOSED The surgery will be closed from 12.00 on the following dates:

- Wed 23 January 2019
- Wed 27 February 2019
- Wed 27 March 2019

We will be **closed all day** on these dates:

- Tue 25 & Wed 26 December 2018
- Tue 1 January 2019

For more practice news and information, visit our website: willowbrookmp.co.uk and Like our Facebook page: facebook.com/willowbrookmedicalpractice

Award We congratulate Dr Carter Singh (LMC Committee Member, pictured right) as in September 2018 he was awarded the 'Outstanding Clinical Leader' Award at the Annual Public meeting of the Mid Notts CCGs for his contribution to General Practice.



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	111
(24 hours a day, 365 days a year)	



On 28 September, staff came together to host a Macmillan Coffee Morning at the practice and help raise £ 65 for people living with cancer.

Bringing millions of people together for coffee and cake each September, Macmillan Cancer Support's World's Biggest Coffee Morning has

become a British institution over the years – with thousands of events happening up and down the country including in Sutton-in-Ashfield.

“We really enjoyed doing our bit for this year’s Coffee Morning. It was great to get people together, have a nibble and a natter and raise money for Macmillan to help people living with cancer at the same time.”

Thanks to Katie H for organising the event.



To support Macmillan, you can donate here:

www.macmillan.org.uk/donate

If you need support, please visit Macmillan’s website

www.macmillan.org.uk

Or call Macmillan’s Support Line for free on 0808 808 00 00, Monday - Friday 9am - 8pm.

COMBATING HYPERTENSION

THE LEADING CAUSE OF PREVENTABLE DEATH WORLDWIDE



Hypertension, or high blood pressure, may be symptomless but it kills **9.4 million** people worldwide every year

If untreated, hypertension can cause death or serious health consequences in a number of ways:



2/3 of those with hypertension are in developing countries

KNOW YOUR NUMBERS!



Only **50%** of those with hypertension are aware they have it

- Check your blood pressure regularly – whether at home, at a clinic, a pharmacy or elsewhere
- If you are being treated for hypertension, take your medicine even when you feel good – follow treatment advice of healthcare professionals

For more information: <http://ish-world.com/news/a/WHL-and-ISH-Hypertension-Fact-Sheet/>

PREVENTION IS KEY!

- Eat healthily and reduce salt consumption
- Eat more fruit and vegetables
- Limit alcohol intake
- Don't smoke
- Be physically active
- Maintain a healthy body weight

Look before you flush #bloodinpee

NHS

Dr Jyoti Sood

BE CLEAR ON CANCER

nhs.uk/bloodinpee

Blood in your pee is a key symptom of bladder cancer and kidney cancer.

Other bladder cancer symptoms include:

- Cystitis (a urinary tract infection) that is difficult to treat or comes back quickly after treatment
- Pain when peeing

Other kidney cancer symptoms include:

- A pain that doesn't go away, either in the tummy or in the side below the ribs
- Weight loss

If you have any of the above symptoms, go and see your doctor.

Abdominal aortic aneurysm (AAA) screening

A free NHS check for men aged 65 and over

Children are being exploited by gangs involved in drug crime. Know the signs to spot.

County lines gangs use children and vulnerable people to courier drugs and money. A young person who is involved in county lines activity might exhibit some of these signs:

- Inexplicably going missing from school or home, or being found out-of-area
- Unexplained acquisition of money, clothes or mobile phones
- Excessive receipt of texts or phone calls
- Relationships with unknown, older individuals or gang affiliation
- Leaving home or care without explanation
- Suspicion of self-harm, physical assault or unexplained injuries
- Parental concerns
- Significant decline in school performance
- Significant changes in emotional well-being

If you have concerns, follow your safeguarding procedures and share your concerns with local authority social care services.

Home Office

CrimeStoppers.

Stalking Helpline Information

Suzy Lamplugh Trust is introducing a service to make victims of stalking safer and are working together with GP practices.

Stalking behaviour is often part of domestic abuse and other forms of violence against women and girls (VAWG), and around half of all recognised stalking cases are perpetrated by an ex-partner. Unfortunately, the experience is that in many cases survivors are being stalked – especially after separating – but it is not necessarily being named as such by the authorities, and so they are not being afforded the legal protection they deserve. Often stalking by strangers is seen as ‘real’ stalking, when in fact stalking by an ex-partner is a higher risk, and 75% of DHRs identify stalking behaviours in the run up to the homicide.

Stalking behaviour can cause a victim to suffer severe alarm and distress. The psychological impact of stalking victimisation can have detrimental effects on a victim's mental health. Due to the devastating effects of stalking, victims report a high prevalence of psychological harm such as anxiety and stress, causing difficulty sleeping. As a result of the psychological harm stalkers inflict on their victims, it is essential to ensure stalking is recognised and understood for the victim to receive the support they need. We are able to offer not only practical advice concerning stalking and the law, but also links to Single Points of Contact within each Police force, who can review cases of stalking behaviour to help ensure enough is being done to protect victims.

Visit suzylamplugh.org for more information.

0808 802 0300
Advice for victims



A quick ten minute scan that can save lives

The national NHS Abdominal Aortic Aneurysm Screening Programme invites men in their 65th year to attend for this very important screening test (a quick 10 minute ultrasound scan). The screening test is used to establish whether someone has an abdominal aortic aneurysm (AAA), a balloon-like swelling in the main blood vessel (aorta) in the abdomen. An AAA does not usually present with any symptoms, so people cannot tell that they have one. If the swelling gets too big, it can burst causing back or tummy pain, collapse and often death.

It is estimated that 80% of those with a burst AAA will not survive. The national NHS AAA screening programme aims to reduce the number of deaths from an AAA by up to 50% through early detection, appropriate monitoring and treatment. Your local NHS AAA screening programme is based in Nottinghamshire and can be contacted on 0115 9249924, ext. 62394 or 62378.

The Nottinghamshire AAA screening programme automatically sends out invitation letters to all those people born male, who are registered with a Nottinghamshire GP as male and who are in their 65th year. People born male over the age of 65 can request to be screened by contacting the screening programme on the number above. They will not routinely be sent an invitation letter. People in their 65th year and older, who have transitioned from male to female, are also eligible for screening and can access this by contacting the local screening programme on the above number.

It is important that people who are sent an invitation letter, as well as those listed above as eligible, consider this information to help them to decide if they want to attend for screening.

Please do contact the Nottinghamshire AAA screening programme on 0115 9249924, ext. 62394 or 62378 if you would like further information or require additional assistance in order to be able to attend for screening.

Please visit www.nhs.uk/aaa for more information or go to our website, www.willowbrookmp.co.uk/aaa for information leaflets in Easy Read, other languages and an audio guide.

Staff Update...

We welcome back GP Registrar, Dr Kweku, who joins us until August 2019.

We welcome our new Lead Nurse, Hazel to the practice. Wendy has also joined the Nursing team and Carole has joined us as Health Care Assistant. They will be great additions to our Nursing team.

We would also like to welcome new members of our administration staff to Willowbrook; Dawn has joined the Admin team along with Anita and Kate D. Sue has joined us as Medical Secretary and Katie, Rachael & Casey have joined the Reception team.

We said goodbye to Nurse Sharon who retired after 28 years in the Nursing team (see front page). Stefan left the Admin team in August and we also said goodbye to HCA Julie and Nurse Vicky. Caretaker Alan also retired at the end of November after 11 years (see front page). GP Registrars Drs Malik and McGlashan, have also moved on to their next training placement.



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.

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:

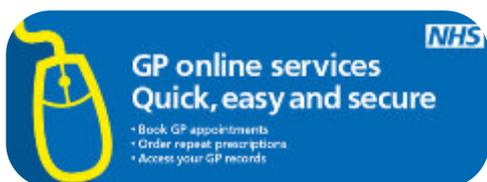
willowbrookmp.co.uk/about-us/have-your-say-ppg/



Dr Carter Singh is pictured with our PPG Chairman (right), Peter Robinson who received, in September 2018, an award to thank him for his support for patient and public engagement over the last 10 years with the CCG.

Peter was presented with a pair of crystal wine glasses and "a bottle of good wine!"

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 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.

Don't assume you're entitled to free prescriptions

We can't free prescriptions when you're not entitled, even by mistake you could face a penalty charge of up to £100.

Search "check before you tick" online or ask your pharmacy team

nhs.uk/checkbeforeyoutick



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!**