**December 2019**

**Welcome to Brookfield Surgery**

**Merry Christmas and a Happy New Year from all the Doctors and Staff at Brookfield Surgery**



**CHRISTMAS AND NEW YEAR - OPENING TIMES**

**Monday 23 December - 8.00am-6.30pm**

**Tuesday 24 December – 8.00am – 6.30pm**

**Wednesday 25 December -  CLOSED      URGENT - DIAL NHS 111, EMERGENCY - DIAL 999**

**Thursday 26 December - CLOSED      URGENT - DIAL NHS 111, EMERGENCY - DIAL 999**

**Friday 27 December - 8.00am-6.30pm**

**Monday 30 December - 8.00am-6.30pm**

**Tuesday December - 8.00am-6.30pm**

**Wednesday 1 January 2018 - CLOSED URGENT - DIAL NHS 111, EMERGENCY DIAL 999**

**Thursday 2 January 2020 - 8.00am-6.30pm**

Have you had your Flu Vaccination?

**Book your Flu Vaccination Today ![flu-season-ahead-e1416518380239[1]]()**

**The surgery will be closed for staff training on:**

**Thursday 28 February 200**

**Patient Reference Group.**

**The Patient Reference Group is a very informal feedback session.**

**We will always welcome new members, or comments so if you are a patient of Brookfield Surgery and would like some more information please ask at Reception.**

**Our next meeting is: TBC**

***SAY HELLO AND WAVE GOODBYE***

*We are delighted to welcome Jo White to Brookfield Surgery. Jo has many years primary care experience and will be working with our administration team.*

*We are also saying goodbye to Eleanor our Health Care Assistant who is pursuing a career in Nursing. Good Luck Eleanor in your future career*

![460563399_640[1]]()

# SystmOnline Modules

**You can now book your appointment and order your prescription online. Ask at reception for a registration PIN**

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**Did you know the Practice has a website**

**www.brookfieldsurgery.co.uk**

**Our website contains all the information that you need to know about us and the services that we offer as well as health promotion details.**

**FRIENDS AND FAMILY TEST**

 As from 1st December 2014 if you visit our GP Surgery you will be able to complete a Friends & Family short form, stating whether or not you would recommend us to your friends and family if they need similar care or treatment.

Your answers will be anonymous and can be put in the box provided, which are located in our waiting area. You will also receive a text message after your visit to the Practice asking for your feedback. It is important to the practices that we review and listen to your feedback.

**NOVEMBER FRIENDS AND FAMILY RESPONSES**

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| --- | --- | --- | --- | --- | --- | --- |
|  NOV 19 199 | EXTREMELY LIKELY | LIKELY | NIETHER LIKELY NOR UNLIKELY | UNLIKELY | EXTREMELY UNLIKELY | DON’T KNOW |
|  responses | 79 | 7 | 0 | 1 | 2 | 1 |
|  comments  | Extremely LikelyEfficient and Friendly ServiceFriendly Reception StaffDifficult to get an appointmentPrompt Friendly Care & TreatmentCarole Nurse explained everything before giving the injection, she was patient, easy to talk to and took time to chat.Jane the Nurse was very good with my little girlUrgent appointment system works wellDr Turner was extremely helpful and clear with his explanation. He is always a pleasure to visit as he is very friendly and welcomingDr Finigan just the best Doctor he is extremely professional alwaysEfficient online booking**Likely**Very Good Customer Service**E**xcellent medical service but difficult getting appointment**Extremely Unlikely**Having been diverted to the Annex for an appointment – left waiting despite the GP finishing with the last patient- had to knock on the door. |

**Brookfield Surgery – Feedback for Patients**

**Many thanks for all your feedback.**

**We are always looking at our appointment system but will be discussing how we can improve capacity and demand over the next few months.**

**We are introducing EConsult which will add a further option for patients to contact the surgery.**

## Military Veterans Posted

Veterans' Gateway
Are you a military veteran? If so and you need help or advice over the festive period, you can contact the Veterans’ Gateway on 0808 802 1212. The service is available 24/7, including on Christmas Day. For more information, visit:  [www.veteransgateway.org.uk](http://www.veteransgateway.org.uk/)

***Have you had a bowel screening kit sent to you – Have you responded ??***

|  |
| --- |
| **If you’re taking care of number 1…check your number 2’s!** |
| If you were recently sent a bowel cancer screening kit to test your bowel motion (faeces/ poo) but haven’t sent it back yet. I would like to remind and encourage you to complete and send back your screening kit. | screening-kit-and-info-big1*The Bowel Cancer screening kit contains testing kit, sample sticks, leaflet & prepaid envelope* |

The signs and symptoms of bowel cancer often go unnoticed until the disease is already well developed, but **if caught early enough 90% of bowel cancers can be successfully treated.**

If you would like to discuss anything further please call the NHS Bowel Cancer Screening Programme freephone helpline on **0800 707 6060** (Calls are free from UK landlines).

As your GP, I would like to encourage you to complete your bowel cancer screening kit as soon as possible. If you no longer have your kit, please call **0800 707 6060** to request a new kit. Once you have received the screening kit, if you have any questions please call **0800 707 6060**.

**Care Quality Commission**

Brookfield Surgery

**CQC overall rating** **Good**

**Read our report from June 2016 on our website** [**www.brookfieldsurgery.co.uk**](http://www.brookfieldsurgery.co.uk)

**Annual Regularity Telephone Review 4 September 2019**

**NHS HEALTH CHECKS![D%C3%ADa-Europeo-para-la-Prevenci%C3%B3n-del-Riesgo-Cardiovascular[1]]()**

The [NHS Health Check](http://www.nhs.uk/Conditions/nhs-health-check/Pages/What-is-an-NHS-Health-Check-new.aspx) is a health check-up for adults in England aged 40-74. It's designed to [spot early signs](http://www.nhs.uk/Conditions/nhs-health-check/Pages/What-happens-at-an-NHS-Health-Check-new.aspx) of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk.

[How do I get an NHS Health Check?](http://www.nhs.uk/Conditions/nhs-health-check/Pages/How-do-I-get-an-NHS-Health-Check.aspx)

If you're in the 40-74 age groups without a pre-existing condition, you can expect to receive a letter from your GP inviting you for a free NHS Health Check every five years. Speak to one of our receptionists for further information.

[How can I improve my test results?](http://www.nhs.uk/Conditions/nhs-health-check/Pages/your-NHS-Health-Check-results-and-action-plan.aspx)

Once you've had your NHS Health Check, your healthcare professional will [discuss your results](http://www.nhs.uk/Conditions/nhs-health-check/Pages/your-NHS-Health-Check-results-and-action-plan.aspx) with you. You'll be given advice to help you lower your risk of a stroke, kidney disease, heart disease, diabetes or dementia, and maintain or improve your health. But you don't have to wait until then to make healthy changes.

**Brookfield Surgery has recently had technical issues with its phone system. We do apologize for any inconvenience caused. We are hoping the problem is now resolved but please contact the Practice Manager if you are experiencing problems contacting the surgery.**

**Patient Experience Survey Results**

