

BROOKFIELD SURGERY NEWSLETTER

Brought to you by Brookfield PPG



EDITION #1 SUMMER 2017

Surgery opening hours: Mon to Fri – 8am to 6.30pm. Phones closed daily 1 – 2pm (Weds surgery closed 12-2pm)

GP Surgery Times: 8.30am – 10.50am / 3.30pm – 5.30pm

Phone: 01925 756969 – Dial 1 for AUTOMATED BOOKING SYSTEM – or hold to speak to Reception

Website: www.brookfieldsurgery.co.uk (online booking link, repeat prescriptions, services, information, etc.)

WARRINGTON COMMUNITY EQUIPMENT COLLECTION SERVICE

A service available to all patients with a Warrington postcode to collect any equipment such as crutches is freely available and the PPG is keen to share this information with our fellow Brookfield patients.

Any equipment that you or a family member in the Warrington area has used and is no longer needed can be picked up from your home address and returned back to the NHS for re-distribution.

So if an Occupational Therapist, Social Services or hospital has supplied therapy equipment and you'd like it returned, contact WCS today!

Warrington Community Equipment on 01925 235147

*Medical equipment on loan from the NHS
to patients across the UK being returned
through the Community Equipment Service
has saved £1.5million per year*



New Practice Pharmacist!

The practice has welcomed Abrar Naeem or "Bobby" in to his role of supporting each and every patient in their medication reviews.

For more details and to make an appointment with Bobby, please contact Reception.

NOTE: Your prescriptions will show the review date. Check your prescription!



Did you know?

- Seasonal injections are available at the surgery so please book yours!
 - Keeping the funding within the practice
 - Supports the surgeries' services
- Phlebotomy Clinics are available at Bath Street Clinic (call 01925 843853), Warrington and Orford Jubilee Centre

PPG Team

From April 2016, the Surgery has invested considerable time in reaching out to the community for volunteers for the Surgery's **Patient Participation Group. The PPG Terms of Reference and Mission Statement is at the end of this document**

Brookfield patients have donated their time and enthusiasm to create the PPG and a Chair, Deputy Chair and Secretary are in place:

PPG Officers

Chair – Sean O'Hara
Deputy Chair – Pat Cohen
Secretary – Maliyadde Chandratillake

PPG Members

Barbara Angell
Jill Burns
Paula Le Flohic
Judith Glassbrook
Joe Griffiths
May McGuire
Lesley Pearson
Ann Saggerson
Martin Tavender

Surgery Members

Deborah Jones
Clare Bradshaw



Brookfield.surgery.ppg@gmail.com

AUTOMATED BOOKING BY PHONE – worth a try!

The automated phone booking system is available **TWENTY-FOUR HOURS A DAY**

DIAL 01925 756969 and simply follow the instructions

- Punch in home phone number when prompted
- Your date of birth when prompted
- Select the options of any doctor / a specific doctor / the nurse
- Appointments are selected and then confirmed back to you.
- *THAT'S IT – appointment booked!*
- If your mobile is registered on the system you'll receive a text as confirmation



YOUR APPOINTMENT – KEEP IT OR CANCEL IT!



– BUT PLEASE DON'T WASTE IT!

As a patient, you may have found that you are not always able to make an appointment time with a particular GP or nurse as quickly as you would like.

83 appointments for doctors and nurses were missed in May

- These appointments could have been used for urgent cases.
- You might need an urgent appointment one day, so you'd appreciate it someone cancelled theirs to free it up for you, so....
- If you have a mobile number **register it with the surgery** as YOU have to give consent for the surgery to use it. You'll then get text when you book the appointment and a text reminder.
- If you can't make your appointment **CALL!**
- **RECEPTION** can release the appointment for rebooking
- **AUTOMATED PHONE BOOKING SYSTEM** can also deal with your cancellation

Brookfield Surgery Patient Participation Group MISSION STATEMENT / TERMS OF REFERENCE

Improving the Patient Experience:

- Review the nature of patient's complaints, identify trends, and support the practice in the development of proposals for change
- Take on board the views and needs of patients, challenge the practice constructively where necessary, and balance the needs of the business when suggesting improvements

Developing Health Promotion

- Support activities within the practice in promoting preventative medicine
- Work with the practice to canvas patients to influence the provision of Secondary Healthcare and Social Care locally
- Work with the practice to monitor the effectiveness of other health services in the community e.g. support following hospital discharge
- Help patients take more responsibility for their health through improved communication activities

Improving communication

- Foster improved communications between patients and practice
- Provide an avenue for patient views on the organisation of their care
- Receive and communicate information and feedback from GPs and practice staff
- Develop information centres in the surgery
- Liaise with other PPGs in the area
- Support feedback on consultation exercises (e.g. patient surveys)

Developing New Services

- Support the practice in the development of services for patients
- Provide practical support and help to implement change