



Newsletter December 2016

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Staff Training Date Cancelled:

Staff training previously advertised to take place on **Wednesday 14th December, 2016, has been cancelled. The surgery will now be open as usual on this day.** The surgery will open at 8.00am and will close at 6.30pm. We apologise for any inconvenience this might have caused.

Bank Holiday Closures:

Christmas - The surgery will close at 6.30pm on **Friday 23rd December, 2016,** and will re-open at 8.00am on **Wednesday 28th December, 2016.**

New Year – The surgery will close at 6.30pm on **Friday 30th December, 2016,** and will re-open at 8.00am on **Tuesday 3rd January, 2017.**

If you require urgent medical care during these periods, please telephone the surgery and your call will be re-directed to the NHS Out of Hours Services.

Please ensure that you order your repeat prescriptions (to pick up or via EPS) and have sufficient medication for the Christmas and New Year holiday period.

Patient Survey:

Thank you to all patients who took part in the Walderslade Surgery patient survey carried out at the beginning of November, 2016. Your feedback is appreciated and will be discussed at our next Patient Participation Group (PPG) meeting which will be held on Thursday 8 December. Thank you also to members of the PPG who carried out the survey.

Automated Telephone System:

We apologise to those patients who experienced a problem when trying to use our automated telephone system at the beginning of November. At the time, the system could not respond to a request to book an appointment. This problem has now been rectified.

Our automated system has been operating for just over a year. Between 1 January and 30 November 2016, the surgery received 22,204 calls. Of these calls, 14,844 callers chose to use the automated option to book, amend, cancel or review an appointment.

DNA (Did Not Attend Appointments):

In November **218** patients did not attend their booked appointment. Please help us by cancelling your appointment if you don't need it anymore or are unable to keep it.

Newsletter Patient Section:

We would like to invite any patients registered at the practice to submit suitable items or articles for inclusion in the newsletter. Any items will be published at the discretion of the practice management team. Please hand-in or send any items by post or via BARNCCG.WaldersladeSurgery@nhs.net



National NHS Campaign urges people to Stay Well this Winter:

Five things they recommend you do:

- Make sure you get your flu jab (if you are eligible).
- Keep your home at 18°C (65°F) or higher if you can.
- Take advantage of financial schemes and discounts to help you pay for heating.
- Visit your local pharmacist as soon as you start to feel unwell with the symptoms of a respiratory winter illness.
- Look out for other people who may need a bit of extra help over the winter.



Where to go for the right medical care:

- 999 - For life threatening emergencies call 999.
- Call 111 - If you need medical help fast but it's not a 999 emergency, call NHS 111 for clinical advice, assessment and for direction to the most appropriate services for treatment.
- GP, Pharmacy, www.nhs.uk - For less urgent health needs, contact your GP or local pharmacist.
- You can also access NHS advice at www.nhs.uk

For more information and advice visit www.nhs.uk/staywell Stay Well This Winter.

Healthwatch Barnsley would like your views:

Do you have anything to say, good or bad, about your GP, dentist, optician or pharmacy? Then please talk to Healthwatch Barnsley! They are also interested to hear about the local hospital and social care services, such as care homes.

Healthwatch Barnsley works with the people that provide these services to help improve them for you, or if things are working well anyway, they can use this information to help them keep on delivering excellent care.

Healthwatch Barnsley can also assist you to access an advocate if you need to complain about any of these services, as they can help you through the formal complaints process.

Other than being available at their town centre office, they can also attend events throughout the area to talk with people and to gather views on services. They can also visit local societies and groups and will work flexibly to fit in with ones that meet in the evenings, or over the weekend.

Please see their website for more information or where you can also leave reviews for services and give them a star rating - healthwatchbarnsley.co.uk.

Alternatively, please call or text 07480 864114 or email healthwatch@vabarnsley.co.uk

Patient Participation Group (PPG):

Would you like to have your say about the services provided at Walderslade Surgery? The PPG is actively seeking patients to join the existing group. They are looking for people of any age, gender or background to attend a quarterly meeting to discuss changes or ideas you might have for the surgery. If this is something you are interested in or would like further information, please ask a member of our reception team and we will contact you.

We wish you a Merry Christmas and a Happy New Year!