

# Brook Lane Surgery Newsletter

November 2024

Dr R J Sexton and Partners welcome you to Brook Lane Surgery's November 2024 newsletter.

## OPENING TIMES

We open at 8am and close at 6:30pm, Monday to Friday.

Outside of these hours the surgery is open for patients with pre-booked appointments.

## WE WILL BE CLOSED

Wednesday 25th December 2024

Thursday 26th December 2024

Wednesday 1st January 2025

## WHEN WE ARE CLOSED

If you require urgent medical help when we are closed, **call 111**, or visit [www.111.nhs.uk](http://www.111.nhs.uk)

## NEW STAFF

We would like to welcome our newest GP, Dr Charolene Aranha, to the Brook Lane Surgery team.

## HELP US TO HELP YOU

As part of our continuing efforts to manage increasing patient demand, please help us to help you by contacting us at the following times of day.

**8:00am - For Urgent On the Day Appointments.** Medical needs that cannot wait. Contact us as early in the day as you can.

On Mondays we run a 'Sit and Wait' clinic. This clinic runs from 2pm to 4pm and is limited to 40 patients. It is only for urgent on the day care that cannot wait.

**9am to 12noon and from 2pm** - Please contact us for routine queries and for booking blood tests, long term condition reviews, vaccinations, nurse appointments, physiotherapy appointments and injections. These appointments are bookable a number of weeks in advance.

**12noon - Routine Appointments Are Released.** These appointments are bookable 3 days and 2 weeks ahead of time. Please only call for routine appointments.

## CARE NAVIGATION

We have listened to your feedback and will be introducing care navigation to our surgery.

Our staff will be specially trained to help you get the right care from the right healthcare professional at the right time, at your first point of contact.

There are many services both within and outside of primary care that can deal with a wide range of medical or social problems in a safe and effective way.



**Do more with the NHS App!**

Order repeat prescriptions  
Use NHS 111 online  
Find NHS services  
View your GP health record  
Book appointments  
Get reminders and messages  
And much more...

Need help?  
Get support in the app or visit [nhs.uk/helpmeapp](http://nhs.uk/helpmeapp)

**NHS App**

Download on the App Store | GET IT ON Google Play

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**NHS**  
Providing NHS services

Most pharmacies can help you with **seven common conditions** without needing a GP appointment

- **Sinusitis**  
(adults and children aged 12 years and over)
- **Sore throat**  
(adults and children aged 5 years and over)
- **Earache**  
(children and young adults aged 1 year to 17 years)
- **Infected insect bite**  
(adults and children aged 1 year and over)
- **Impetigo**  
(adults and children aged 1 year and over)
- **Shingles**  
(adults aged 18 years and over)
- **Urinary tract infection**  
(women, aged 16 to 64 years)

Ask your pharmacy for more information about this free\* NHS service

**Visit your Pharmacy First!**

\*NHS prescription charge rules apply where a medicine is supplied

### PHARMACY FIRST

You can access quick and convenient healthcare for 7 common conditions straight from your community pharmacy. If you believe you may be experiencing one of the 7 common conditions listed on the poster above, visit your pharmacy first.

Please note, the **blood pressure machine** has been moved into the main Reception area. Please do continue to come into the surgery to take your blood pressure readings.

### Did not attend (DNA):

165 appointments were not attended in October 2024. 7 patients did this multiple times. Please cancel appointments so that other patients can be seen.

**Late for an appointment?** If you are late for an appointment, you will most likely need to reschedule.

Last year, Brook Lane Surgery hosted a seasonal party for around 30 of our socially isolated patients. Patients were picked up in a mini bus and brought to the surgery for an afternoon of festive celebrations. Food and seasonal beverages were provided and it was an afternoon of laughter, fun, and the chance to socialise with good company. A great time was had by both staff and patients.

We would like to thank Sarisbury Sparks FC for their generous donation of selection boxes and Christmas hats, Locks Heath Lions for providing the mini bus, and for the additional donations we received from others.

We will be hosting a seasonal party again this year, with the help of our Patient Participation Group. If you would like to get involved and help spread seasonal cheer, any donations will be gratefully received.



### SHOEBOX APPEAL

This December, we will be arranging our own Shoebox Appeal for children in our community who may otherwise go without.

We would like to provide as many children as possible with a gift, so any contributions would be very welcome. If you would like to contribute, please ensure that the shoebox is returned to us by Friday 20th December 2024, along with details of the approximate age and gender of the child the gift is appropriate for.

The Health Visitors will kindly distribute the shoeboxes to some of the families under their care.

If you know of anyone who may be able to help us with the appeal, please do let us know or provide them with our contact details.



# REPEAT MEDICATION

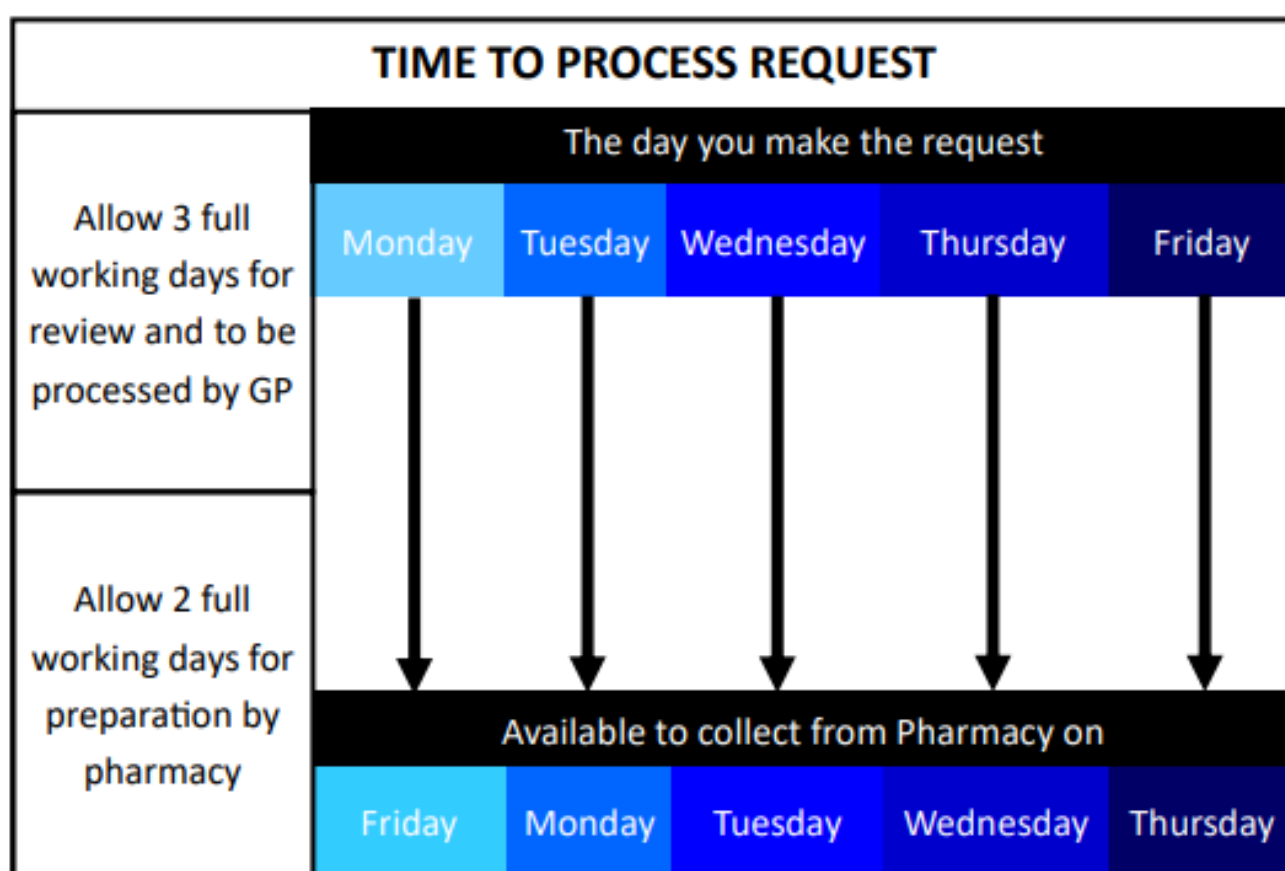
## ORDERING

**NHS website** <https://access.login.nhs.uk/> or the **NHS app**

**Email** [hiowicb-hsi.brooklane-prescriptions@nhs.net](mailto:hiowicb-hsi.brooklane-prescriptions@nhs.net)

If you cannot order online:

**Call** 01489 574063 between 10:30am and 12:30pm



### When to order

Place your order when you have 7 days remaining

### Bank Holidays

We close on Bank Holidays, allow extra time and order earlier

### May to July 2024

We processed **22,147** medication requests, that's an average of **352 a day**

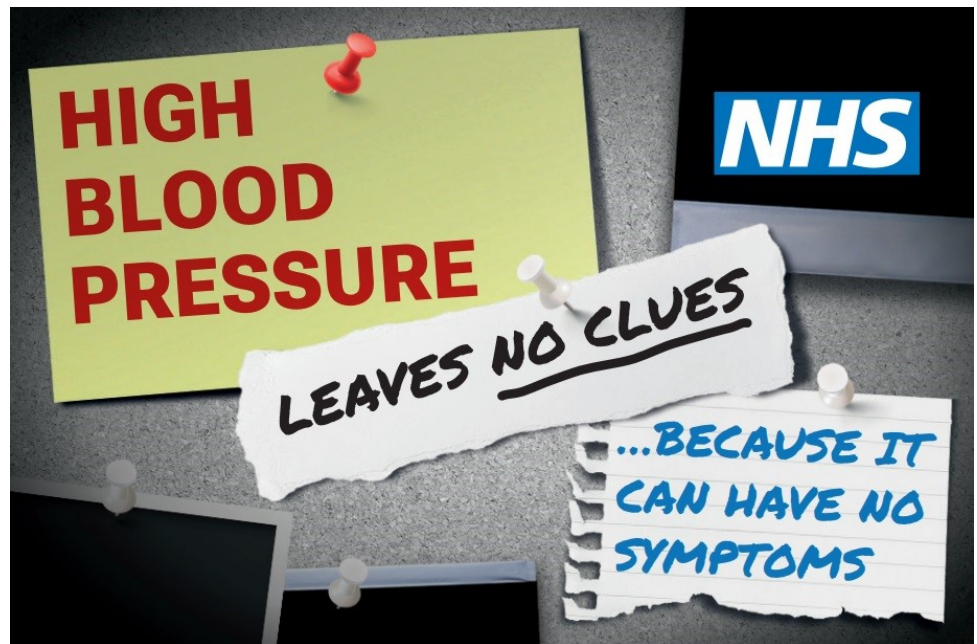
Please note medication requests maybe processed faster or slower than shown here

**Are you waiting for an appointment or treatment at an NHS hospital or treatment centre?** My Planned Care gives you advice and support while you wait and helps you to prepare for your hospital consultation, treatment, or surgery. This includes giving you information about waiting times at your hospital and other supporting and local services while you wait.

Your hospital team will be in touch with you as soon as they can. If you are looking for an update, please check this website before contacting your hospital or GP.

Visit <https://www.myplannedcare.nhs.uk>

Thank you to everyone who completed the Friends and Family feedback in October 2024. Of the 457 patients who completed the survey, 350 rated the service they received as 'Very good' and 68 said it was 'Good'.



## PHYSIOTHERAPY

Just a reminder that we have MSK (musculoskeletal) FCPs (First Contact Physiotherapists) working as part of the Brook Lane Surgery team. They offer quick access to specialist assessment, diagnosis, treatment, onward referral as required, and also have access to organising x-rays.

MSK FCPs can often see you quicker than a GP and provide a high level of assessment for a range of MSK conditions. They can quickly determine the most appropriate management for you and help prevent short-term problems becoming long-term conditions. They can also liaise with your GP as required.

Dr O'Leary recently chose to see the FCPs instead of a GP for his back problem and reported that he was 'grateful for the prompt comprehensive assessment and care received'.

Please speak to reception if you would like to be booked in with the FCP team.




**Have your RSV vaccine to help protect you**

RSV can cause pneumonia which can be serious



Your GP will invite you for your free RSV vaccination if:

- You turn 75 years of age on or after 1 September 2024
- You are already aged 75 to 79 years old on 1 September 2024

For more information on the RSV vaccine you can read this leaflet here: [www.gov.uk/government/publications/respiratory-synovial-virus-rsv-vaccination-for-older-adults](https://www.gov.uk/government/publications/respiratory-synovial-virus-rsv-vaccination-for-older-adults) or speak to your practice nurse, GP or health team.



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**Please remember to enter your vehicle registration at Reception when using our parking facilities**