

## **News from Holbrook and Shotley Surgery**

Following a recent meeting with our Patient Participation Group, I am delighted to announce that we will be putting a regular editorial into the parish publications to make our patients more aware of our news as well as giving topical information.

### **Happy New Year!**

Have you made a New Year's Resolution? Many patients wish to stop smoking, lose weight or drink less alcohol. Our experienced nursing staff can help you achieve your goals.

### **Winter Pressures**

Patients with moderate to severe chronic obstructive pulmonary disease will have been contacted by our nursing staff to organise prophylactic antibiotics and steroids in case of need over the winter months.

You may also be aware that A&E staff will refer back to the practice any patients who do not genuinely warrant emergency hospital care. Your condition will be triaged by hospital staff and if they consider your care to be better dealt with at the practice, they will contact us to make an appropriate appointment for you.

### **Home Visits**

If a home visit is genuinely needed, it would be helpful if you could let our receptionists know by 11am so that the doctor can prepare for this.

### **Patient Participation Group (PPG)**

The group met one windy, December evening and were given results of the recent practice survey. We are pleased to confirm that 87% of our patients believe we provide a good, very good or excellent service, an increase of 3% from the previous survey. An action plan has been agreed and details are on our practice website. We would welcome any new PPG members who would be willing to act as a liaison between the practice and patients, or help with any number of tasks that need a 'patient perspective' such as checking our TV screen messages or notice boards for clarity and relevance. If you have some spare time and would like to be involved, please contact me at the surgery.

### **Knitting for Rwandan babies!**

Some of the staff are knitting jumpers for Rwandan babies, many of whom are born to families with AIDS. The babies are being wrapped in newspaper and are therefore known as 'fish and chip babies'. If you would like to knit with us or have any double knitting wool that you are able to donate, please ask at reception. The next shipment goes to Rwanda at Easter and we have knitted nearly 30 jumpers already.

Wishing you all a peaceful 2014.

Julia Smith  
Practice Manager