

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

### **Training afternoons**

Our next sessions are on Wednesday 14<sup>th</sup> January and Thursday 12<sup>th</sup> February. Both sites will be closed from 1pm and you will be unable to call in, collect prescriptions or telephone us. If you have a medical query that cannot wait until the following day please ring 111 (or 999 in an emergency).

### **Christmas Gifts**

Thank you to all of you who kindly gave chocolates, biscuits, wine etc to staff for Christmas; the staff are very grateful to know that they are appreciated.

### **New Year ... New You?**

Many of us think of the New Year as a chance to make positive changes to the way we live. Some make a New Year's Resolution to stop smoking or lose weight but often these changes fail due to lack of support. The NHS has a variety of resources to help you. The Suffolk Wellbeing Service can offer help with stress management and you can self-refer for help. Go to <https://www.readytochange.org.uk/suffolk/pages/Home.aspx> for more advice. You can also see our nurses for smoking cessation, weight loss and alcohol reduction. We can help you to achieve your aim.

### **GP Survey Results**

Our National Survey results to March 2014 are now available and our results are better than the national average (shown in brackets) across the board.

- Satisfaction with Opening Hours 84% (77%)
- Overall experience of making an appointment 91% (75%)
- Not able to get an appointment 4% (11%)
- Appointment inconvenient 5% (8%)
- Problems getting through to someone on the phone 2% (24%)

Thank you to all patients who responded to the survey so positively.

Finally, remember that you can now share your feedback with us by completing the Friends and Family cards in the Practice or visiting our website [www.holbrookandshotleysurgery.co.uk](http://www.holbrookandshotleysurgery.co.uk)

Julia Smith  
Practice Manager