

News from Holbrook and Shotley Surgery

Care Quality Commission

We have received our report from the Care Quality Commission (CQC) following their visit on 15th March and are delighted that we have been rated 'Good' for every aspect of our service. A copy of the report will be available on our website soon. Thank you to all those who spoke to inspectors on the day or completed a comment card.

Training days

Our next training afternoons will be on Wednesday 22nd June and Thursday 15th September when we will be shut from 1pm. There will be no training in July or August. Please ring 111 for advice if your query cannot wait until the following day. In an emergency, dial 999.

Dementia Fidget Quilts

The first batch of quilts has been sent to Ipswich Hospital and they were really pleased, indeed two were given to patients that afternoon and the relatives were really grateful. We now have plenty of wool and items to sew on if you'd like to get started so please ask at Holbrook and we can let you have a supply!

Zero tolerance

A polite reminder that our staff and GPs should not be subjected to verbal abuse or aggressive behaviour. Repeated episodes will result in the patient receiving a warning letter and perhaps being removed from our list. We appreciate that situations can become frustrating at times but aggression and abuse will not help us to help you.

Restricted Prescribing

We have been advised by our Clinical Commissioning Group that we are no longer able to prescribe items that can be purchased over the counter at a pharmacy eg hay fever tablets, cough syrup, etc.

A full list of restricted items is displayed at both sites.

Please do not ask us to prescribe these for you.

Julia Smith
Practice Manager