

## News from Holbrook and Shotley Surgery

### NHS App

Patients are now able to use the new NHS App to see their medical records, order medications and book appointments as well as to obtain general advice. Download the App and follow the instructions. You will need your NHS number, some photographic ID and a smart phone that can take a video. This will confirm your identity and allow access to the app within a couple of hours.

### Falls Assessment Project

We are working with local practices and our community colleagues to pilot a project around Falls Assessments. Over the next few weeks we will be ringing 20 patients to invite them to have this assessment done and we will follow up with a letter giving more details. After patients have accepted the invitation and agreed to share their record, they will be contacted within eight weeks by our Community Team to go through a questionnaire and then prioritise for help. We hope this will be a success and that we will be able to offer this to others in the future.

### GP and Staff Training afternoons

Our next training afternoons will be on Thursday 18<sup>th</sup> July and Wednesday 11<sup>th</sup> September. The practice will be open for patients to come in to collect/drop off prescriptions and book appointments/make enquiries at reception. However, there will be no clinical staff on site and our telephone lines will be switched over to the out of hours' service on these afternoons to allow for staff training. Please ring 111 for advice if your query cannot wait until the following day. In an emergency, dial 999.

### Would it be easier to see a GP in the evening or at the weekend?

Our Suffolk GP+ service runs until 9pm each weekday and is open at the weekend and on bank holidays. It is staffed by local GPs and Nurse Practitioners and our nearest base is in Ipswich but other sites are located at Felixstowe, Stowmarket, Sudbury, Wickham Market, Bury St Edmunds etc. If it would help you to see someone in the evening or at the weekend, please ask our receptionists to book you into GP+.

Julia Smith  
Practice Manager