



Brook Medical Centre

Winter Newsletter



Winter 2018

www.brookmedicalcentre.nhs.uk

Issue Ten

Christmas Memory Tree

We invite you to hang an Angel or a Star on our Christmas Memory Trees, from 3rd December onwards, to celebrate the life of a loved one. There will be trees in the Waiting Rooms at the Bradeley site and at the Smallthorne site.

Our aim is to raise funds for local charities so we are requesting a minimum donation of 50p per star or angel, which you can get from Reception. Additional donations are welcome.

Donations will be split between the Donna Louise Children's Hospice, and the local Admiral Nurses who work with Dementia UK.

The tree at Bradeley is sponsored by Proctor's Nursery, Brown Edge. Card has been donated by Office Services, Crewe.

Fill-a-Sock for the Homeless

This Christmas staff at Brook Medical Centre are taking part in this Appeal to support an initiative set up by the Help for the Homeless group in Stoke-on-Trent.

This scheme has been reported in the Sentinel. The organiser, Gemma Iliff, said "You'll need a pair of new adult socks, long ones are best and fill either one or both with the below items. If you are filling both socks please tie together, if only one sock remember to also put the other sock in. Label either male or female."

Suggested items:

- Toothbrush/toothpaste
- Roll-on deodorant
- Comb
- Gloves
- Hand warmers
- Hand gel
- Sweets
- Chocolate
- **PLEASE NO MONEY**

If anyone is interested, please hand filled socks to Reception by 14th December. They will be handed over to the Organisers to be taken to the Help for the Homeless Centre, Chell Heath.

Patient Participation Group

We are planning to re-launch our Patient Participation Group. We want to work together to discuss topics of mutual interest in the Practice, and hope the Group would be able to assist with Practice Events and Campaigns for specific medical conditions/topics such as Diabetes and COPD.

Our Christmas Memory Tree and Fill-a-Sock Appeal for the Homeless are two ways in which we are hoping to re-start our connections with our patients and local community.



Other Plans

- A Wellbeing Practitioner to join the surgery in the New Year to help people with long-term conditions who are struggling and need additional emotional support.
- Potteries MoneyWise to visit the surgery on a regular basis – dates to be confirmed.
- Looking to help people who may be lonely or socially isolated, and find volunteers to buddy up with them. If anyone has any ideas how we can progress this, please contact us.
- Hold coffee mornings or tea and biscuit afternoons based around patients with a common ailment.

We are planning to revamp our website and have a more active Facebook page.

If you are interested in finding out more, or want to help, please contact Karen Stanway, our Patient Liaison Manager.

Mental Wellbeing

Christmas and New Year is not a happy time for everyone. People can be lonely, stressed or worried about financial matters. Various different organisations can help, including:

- Healthy Minds, a local organisation for people feeling stressed, worried or low who offer practical support and advice.
 - Tel: 0300 123 0907 Option 2
 - www.healthy-minds.org.uk

- Samaritans – to talk about anything that’s troubling you
 - Freephone 116123
 - E-mail jo@samaritans.org

Christmas and New Year

Bradeley site:

Mon 24th Dec: 8:00 am - 1:00 pm as normal
 1:00 pm - 6:30 pm **Emergencies**
 Tue 25th Dec: Christmas Day **Closed**
 Wed 26th Dec: Boxing Day **Closed**
 Thu 27th Dec: Open as normal

Mon 31st Dec: 8:00 am – 1:00 pm as normal
 1:00 pm - 6:30 pm **Emergencies**
 Tue 1st Jan: New Year’s Day **Closed**
 Wed 2nd Jan: Open as normal



Smallthorne site:

Mon 24th Dec: 8:00 am - 1:00 pm as normal
 1:00 pm onwards - **Closed**
 Tue 25th Dec: Christmas Day **Closed**
 Wed 26th Dec: Boxing Day **Closed**
 Thu 27th Dec: Closed as normal
 Fri 28th Dec: Open as normal

Mon 31st Dec: 8:00 am – 1:00 pm as normal
 1:00 pm onwards - **Closed**
 Tue 1st Jan: New Year’s Day **Closed**
 Wed 2nd Jan: Open as normal



Holiday Advice

Many simple conditions can be treated at home with over-the-counter remedies. It is a good idea to get some items together, especially over the holiday season, such as:

- Cold and Flu relief
- Indigestion treatment
- Anti-diarrhoea tablets
- Re-hydration sachets
- First aid
- Pain relief

Ensure that any over-the-counter remedies are age-appropriate, and that aspirin should not be given to children under 16.

Please remember to order your prescriptions to cover the Christmas and New Year Holidays.

Pharmacy

Any pharmacist will be very willing to advise further on any minor ailments.

For any concerns please contact NHS 111 or 999 in an emergency as normal.

Online Services

Several services are now available online using the **Patient Access** website which can be accessed via a computer or a Smartphone app.



Ordering Repeat Prescriptions

You can order, view and print a list of your repeat prescription using the website.

Making Appointments

Patients are able to book, view and cancel appointments online.

Viewing Your Medical Records

You can apply to have extended access to your medical records, to see consultations, test results, letters, etc.



If you are not currently registered for the **Patient Access** website and would like to be, please ask at Reception for details.

MJog Service

We have a new system called MJog that sends out text message appointment reminders and basic 'Friends and Family' questionnaires. We can also use it to send messages such as cancelling appointments and other information such as flu invitations. We are hoping to expand our use of it.

You can receive SMS text messages if we have an up-to-date mobile phone number, or sign up for the MJog Messenger Smartphone App by downloading the free MJog app from your App Store or by visiting www.mjog.com/messenger/

Merry Christmas and a Happy New Year to all our patients

