



College Street Medical Practice Newsletter

Autumn 2016



Have you had your flu vaccination?

Please book your flu vaccination appointment as soon as possible. Those eligible: Over 65, pregnant, carer. Those with Asthma COPD, Diabetes, Heart Disease, Stroke, Kidney or Liver conditions and any child aged 2, 3 or 4.

STOPTOPBER 2016



Take the 28 day challenge and see if you can quit for good. Public Health England encourages and supports smokers to improve their health and well being.

Based on the research that if you can stop for 28 days then you are five times more likely to stop for good. Smokers who sign up will be given encouragement throughout the month. Please ask at reception for details or;

Visit; **www.stoptober.smokefree.nhs.uk**



A Walking for Health scheme in Erewash

If you are new or returning to exercise, or are just wanting to get more active, these walks may be just what you're looking for.

They are short, ranging from 1.5 - 3.5 miles and aim to improve health and promote an active lifestyle. The walks are very social and usually stop in a local cafe for a drink and a chat afterwards. They are led by trained walk leaders so that walkers are able to go at their own pace. Meeting places may vary, so please call for more information before attending the walks.

Contacts; Kevin Hatton

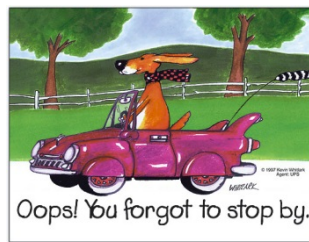
Walk Co-ordinator; 0115972244 ext4324

kevin.hatton@erewash.gov.uk

David Smith; 01159072244 ext 4324

01159072244 ext 4324

david.smith@erewash.gov.uk



Missed Appointments

At the end of each month we calculate the number of missed appointments and how much that equates to in time wasted. We would like to thank all our patients for continually working with us in reducing the number of missed appointments. It is really important that you inform the surgery if you are unable to attend your appointment so that this can be offered to someone else.

During August 2016, 94 patients did not attend for their appointment compared to 163 in August 2015

During September 2016, 125 patients did not attend for their appointment compared to 190 in September 2015

Your co-operation is be greatly appreciated not only by the Practice but more importantly by the patients who will have more appointments available.



Patient Participation Group

Are you interested in meeting other people ? Would you like your say on how to make College Street Medical Practice better ? Do you have approximately 2 hours to spare every 2 months ?

If so please come along to one of our meetings, which are held every alterative month from 10am. We are always looking for new members to join our friendly group, everyone's view is valid. The meetings are held in the strictest of confidence.

“We are here to try to make a difference to the way the practice works and provide a more efficient service for everyone”.

The meetings are designed to encourage patients to have their say, try and make a difference to the way the practice works and provide a more efficient service for everyone. Due to the nature of the meeting it is not possible to handle individual complaints that you may have during the meeting.



Christmas and New Year opening

The Practice will be open as usual the days leading up to Christmas and the New Year but we will be closed:

Monday 26th December, Tuesday 27th December and Monday 2nd January 2017

Is there any thing else you would like to see in the next newsletter, if so please speak to the receptionist or a member of the Patient Participating Group

<u>Useful Numbers</u>	<u>NHS 111</u>
College Street Medical Centre:	NHS 111 is the free number to call when you have an urgent healthcare need. It

01159734502

Out of Hours:

Ring the telephone number for the Practice and you will be diverted to the out of hours service or ring 111

Evans Pharmacy College St:

01159732769

Boots Pharmacy Midland St:

01159463891

Asda Pharmacy Midland St:

01159836110

Jaysons Pharmacy Market place:

01159730353

Long Eaton Health Centre:

01158554000

Ilkeston Hospital:

01159305522

Nottingham City Hospital:

01159691169

Queens Medical Centre:

01159249924

Royal Derby Hospital:

01332340131

Talking Mental Health:

03001230542

Derbyshire Substance Misuse Service:

013329309442

Crisis Out of Hours:

01332625580

Emergency Midwife:

01332340131

District Nurses:

01332258200

EMERGENCY DENTIST

Contact 111 for more details

Unfortunately College Street Medical Practice is unable to treat dental

directs you to the right local service first time.

It is available 24 hours a day, 365 days a year and **should only called when your GP surgery is unavailable**. Calls are free from landline and mobile phones.

When should you call it ?

When you need medical help fast, but its not a 999 emergency.

When you don't know who to call for medical help or you don't have a GP to call.

When you think you need to go to A&E or another NHS urgent care service but you are not sure which one is most appropriate.

When you require health advice or reassurance about what to do next.

How does it work ?

When you call 111 you will be assessed by fully trained advisers who are supported by experienced nurse and paramedics. They will ask you questions to assess your symptoms and give you the healthcare advice you need or direct you to the local service that can help best.

If after speaking with NHS 111 think you need an ambulance they will arrange this for you

