

# Whittington Moor Surgery

Winter 2014/15

During opening hours telephone 01246 456938. Out Of Hours call 111  
Reception is open 8am until 6:30pm Monday to Friday except on Bank  
Holidays and on training days.

## Surgery Extended Hours

From Tuesday 6th January 2015 the Surgery will begin opening every other Tuesday until 8pm  
We will be able to offer GP appointments with Dr R Taylor and Nurse Appointments with Amanda,  
The Early morning Wednesday Appointments and Saturday Morning Opening Times will stay the  
same

NO TELEPHONE CALLS WILL BE ABLE TO BE TAKEN WITHIN THE EXTENDED HOUR'S

## Friends and Family Questionnaire

### This is country wide

It is a feedback questionnaire to compare practices on a very basic level in order that we can improve and/or share good practice.

We would be grateful if you would please take a few moments to fill one in at the reception desk.

Thankyou.

## Ordering Prescriptions

Please allow 2 full Working Days for your order to be processed.



We **DO NOT** take prescriptions over the phone for accuracy reasons, please order by face to face, the internet, through the chemist or post.

Two members of staff, Jane Bagnall and Sue Page were nominated by the practice for an award for the CCG's Responsiveness value - this was for devising a system for all the patients over 75yrs of age, working above and beyond to set this up and the continued work after, showing true dedication, commitment and flexibility. Although they did not win, we as a practice are very proud and grateful for their continued work.



## New Staff joining us in the New Year

Elaine Wilks from 19.1.2015 as a Typist doing Referrals and letter's

Dr Rachel Monk as a Salaried GP in April 2015

## Reminder

It is still not too late to book your FLU Vaccination .. Please ask at Reception

## Booking Appointments online

If you would like to join the growing number of patient's who now book their appointments on line, please speak to Reception, you will need to be over 18 years of age, and bring in 2 forms of ID ( Photo ID and proof of Address), we can then issue you with a password to get you online.



Book your appointment Online!  
Click Here >>

Thankyou to everyone who bought the knitted poppies which were made by a member of staff, in a very short space of time We managed to raise £60 which was donated to the British Legion .



We will be closed for staff training from 1:30pm on the following Wednesday afternoons: 21st Jan, 18th Feb, 18th March 2015

## Keeping Warm This Christmas



### Make yourself warmer

- Wear several thin layers, rather than one thick layer. This is because they trap warm air close to the body
- Go for clothes made from wool, cotton or fleecy fabrics, if possible
- Draw your curtains, as soon as it gets dark to stop the heat escaping and the draughts coming in
- Keep any windows and internal doors closed when it's cold – this will keep heat inside, where you most need it
- A lot of heat is lost through the head and neck, so if you're chilly indoors, try wearing a hat and scarf
- Your body keeps warm by burning food you've eaten, so make sure you have regular hot meals that contain carbs, such as potatoes, pasta, bread and rice. Try porridge with hot milk for breakfast and soups and stews for lunch and dinner.
- If you're sitting down, a shawl or blanket will provide extra warmth. You should also try to keep your feet up, because air is cooler at ground level.

Wear warm clothes in bed. When it's really cold, wear thermal underwear, bed socks and even a hat.

### Struggling with your Thoughts and Feelings

steps2change is a talking therapies service to help people in Derbyshire deal with common mental health problems

#### Self Referrals

If you wish to self refer yourself to steps2change, please call us on **0303 123 4000 ( local rate )**

**Or email [lpn-tr.steps2change@nhs.net](mailto:lpn-tr.steps2change@nhs.net)**

**For more Information please go to their website**

**[www.steps2change.nhs.uk](http://www.steps2change.nhs.uk)**

**Don't suffer there is always someone willing to help**



### Up Dating Our Records

**Could you please inform us of any change to your contact details, so we can update your records, this is important so we are able to contact yourselves—also remember to change them for other family members who may use the same contact number e.g. children.**

**If you haven't done, so and would like to, please sign up for our txt reminders, we will then be able to remind you of appointments just let reception know,**

**Also if you are aged over 18 you can sign up for online booking of appointments, you can make, cancel, or rearrange appointments, if you wish to sign up for this please bring photo ID and reception will be able to print your username and password off for you,**

**Also if you have an email address if possible could you please let us have this. We will not be sending any unnecessary emails to yourselves and would only send if you are happy for us to do so. We will keep you up to date when we have more information regarding this.**

**Patient Participation Group (PPG) Chairman: Mr Tony Cox Secretary: Hilary Hicklin**

The next meeting is at the surgery in the New Year

The minutes of previous meetings are available on our website:

[www.whittingtonmoorsurgery.co.uk/ppg.htm](http://www.whittingtonmoorsurgery.co.uk/ppg.htm). For more information please look there or at notice boards in the surgery.