

News from Holbrook and Shotley Surgery

Training days

Our next training afternoons will be on Thursday 14th January and Wednesday 10th February when we will be shut from 1pm. Please ring 111 for advice if your query cannot wait until the following day. In an emergency, dial 999.

Thank you

A big thank you to all those patients who kindly gave our doctors and staff gifts of chocolates, biscuits etc over the Christmas period. These are much appreciated by all in recognition of the service we provide.

Future articles

We hope that our previous monthly articles have given an insight into what goes on behind the scenes at the surgery and the value of our hardworking team. We have been asked by the Patient Participation Group to include some articles on the National changes to the NHS and how these are affecting the Practice.

Our main challenge, as with any business, is balancing the income we receive against our costs. Our contractual requirements are increased every year with minimal, if any, reimbursement to cover the additional work. One example of this is the requirement to advise all patients over 75 of their named GP. We have 938 patients over the age of 75, ie 12% of our total population, and were required to send a letter to each one. Once the cost of the stationery, postage, and staff time are taken into account, this has easily cost the practice £500, which is the annual equivalent of a member of non-clinical staff for an hour a week or six months' worth of printing costs across the entire Practice.

New Year's Resolutions

Some patients may wish to give up smoking, lose weight or reduce their alcohol intake to improve their health over the next year. Our nurses can help you with this so please book an appointment.

Or you could join our Patient Participation Group and be an active part in shaping the future of the Practice. We are particularly keen to recruit those who work or are students as we run our group mainly by email. If you feel this would be of interest, please feel free to contact me for more information.

Julia Smith
Practice Manager