

## News from Holbrook and Shotley Surgery

### Thank you for your patience

Following the Ransomware virus that attacked computer systems internationally, we have received confirmation from our IT department that our systems were not affected and no data has been compromised. Our staff did a fantastic job and soon had the backlog of prescriptions and other work under control. We're sorry if there was a delay in processing your medication items and thank you to those patients who kindly waited an extra day to collect these.

Unfortunately, on the back of this incident, we had a second attempted break in at Shotley, where a window was broken. This cost the practice over £300 to replace and we lost more time in dispensary whilst waiting for the Police and Forensics. We are now considering installing additional security including CCTV to protect our premises and staff, which will again cost money. At a time when the practice is trying to save money to continue to provide extra services such as blood tests and annual reviews for our housebound patients, this money could have been used more wisely.

### Returning Medical Equipment

If you have a wheelchair, walking frame or crutches that you no longer need, please return them to Medequip by calling 01473 351805 or emailing [suffolk@medequip-uk.com](mailto:suffolk@medequip-uk.com) Please do not leave them in the practice as we have no space to store them.

### Self Care information

Our website now has a range of Easy Read Self Care information on various topics from Acne to Urine problems in men. Scroll to the bottom of the home page and click on the link under Further Reading.

### Training days

Our next training afternoons will be on Thursday 13<sup>th</sup> July and 7<sup>th</sup> September 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.

### Collecting Prescriptions

In order to ensure that you have no missing medication items, we will be asking patients to collect their medication THREE working days after ordering in the future. On occasion, especially around the bank holidays, we have had a number of missing items meaning patients have had to return to the practice to collect 'owed' items. We are hoping that the extra day will ensure that all of your medication is ready to collect at the same time.

Julia Smith  
Practice Manager