

News from Holbrook and Shotley Surgery

Summer Heat

With this summer predicted to be another hot one, there is sensible advice on the NHS website at www.nhs.uk/heatwave General advice is to look after yourself, older people and the young; listen to the weather forecast and the news; plan ahead to avoid the heat; drink plenty of fluids and avoid excess alcohol; dress appropriately for the weather; slow down when it's hot; know how to keep your home cool; go indoors or outdoors, whichever is cooler; cars get hot, avoid closed spaces. Watch out for: signs of heat related illness; cool your skin with water, slow down and drink water; stay safe when swimming; get help – call NHS 111 or in an emergency 999. If you are aware of someone, perhaps an elderly person, who may be particularly vulnerable, please let us know so we can ensure we provide help where possible.

Out of Area patients

A few patients who have moved out of our area have been asked to register with their local practice. This is because our contract only allows us to register patients within our practice boundary which is the peninsula side of the main train line from Ipswich to London. Patient care follows through to our community teams and patients registered with us but who live in Ipswich or East Bergholt for instance will not receive joined up care from our district nurses and midwives. It is important to register with your local practice as soon as possible to build relationships with them so they will be able to fully support your future care needs. We regret that we have to ask patients to register elsewhere but this is genuinely in the patient's best interests.

GP and Staff Training afternoons

Our next training afternoons will be on Thursday 20th June and Thursday 18th July. The practice will be open for patients to come in to collect/drop off prescriptions and book appointments/make enquiries at reception. However, there will be no clinical staff on site and our telephone lines will be switched over to the out of hours' service on these afternoons to allow for staff training. Please ring 111 for advice if your query cannot wait until the following day. In an emergency, dial 999.

Zero tolerance

I am sorry to say that we have had a number of episodes recently where patients have been rude and verbally aggressive towards our staff. This will not be tolerated and any patient who displays this type of behaviour will be sent a warning letter. If the behaviour continues, they will be removed from our patient list and have to register elsewhere. We appreciate that when patients are ill they may act differently to usual but rudeness and abuse will not be tolerated under any circumstances

Julia Smith
Practice Manager