



# BROOK HEALTH CENTRE

The Brook Health Centre · Swinneyford Road · Towcester · NN12 6HD  
Telephone: 01327 323900 · Fax: 01327 323901



## SUMMER NEWSLETTER 2020

### COVID 19

Covid 19 has brought about many changes to General Practice, to ensure the safety of patients and staff alike.

It is fair to say the practice team have worked so hard and adapted to the demands of the pandemic Covid 19. I am proud to be part of that team. We have fared very well due to the strict social distancing rules, cleansing protocol, and the wearing of PPE equipment. For the last month we have been having weekly Covid testing from a local private lab with results back within 24 hours. We had one positive result early on and strict isolation was followed as per the guidelines. Since then, all tests have continued to be negative. It's very reassuring, safe and effective for both staff and patients. Keeping everyone safe and staff being able to continue caring for the patients of the practice. New ways of working have been introduced which enables the practice to function effectively and safely. Examples of this are:

- All patients are screened by a telephone call before entering the surgery for an appointment.
- Video consultations are carried out if appropriate and with the agreement of the patient
- All patients on entry to the building are asked to wash/cleanse hands and put on a mask. NB. If a patient is able to bring their own mask/face covering it is very helpful as it saves using our valuable practice face masks.
- We are maintaining a good source of PPE for the clinicians to wear when having face to face consultations.
- Protective screens for the reception staff

We also want to reinforce that the surgery continues to be open for any patients that seek medical advice and feel unwell. It is important that patients contact the surgery if they are worried about their health in any way.

Routine childhood immunisations are also being carried out and it is vital that these continue for the protection of all babies. Post -natal checks are still continuing and will normally be carried out at the same time as the first immunisation.

We are now re starting cervical smears and would appeal to all ladies who receive the appointment to attend for this important screening test. All necessary protection will be worn for the safety of all concerned.

### Masks

**All patients are required to wear a mask if visiting the surgery. If you have your own masks, it would be appreciated if you could please bring that with you.**

### SIGN UP TO ONLINE SERVICES TODAY!

**\*Order your repeats 24hours a day, 7 days a week (within 7 days of them being due)**

**\*A 'Custom Request' box allows you to free text, ideal if you need your prescription early due to a holiday or if you wish to request a medication that is not on your repeats list.**

**\*It's more secure, efficient and accurate than ordering via email.**

**\*You can book appointments with named GP's and Nurses 24 hours a day, 7 days a week, up to 6 weeks in advance.**

**\*Personally change the Chemist that your authorised repeat prescription is sent to.**

**Ask Reception for more details...**

### The Extended Access Hubs

**The Brook Health Centre is 1 of 5 Hubs in South Northants that offers GP and Nurse appointments outside of our normal opening hours.**

**Our Hub is open Mondays & Wednesdays 6:30pm-8pm and one weekend in a month, both Saturday & Sunday mornings 8:30-11:30am.**

**Patients can however be seen in any of the Hubs which cover the other evenings and weekends.**

**The other Hubs are:**

**Brackley, Monksfield, Weedon & Saxon Spiers.**

**Please ask Reception for more details.**

**Please note that these are pre-bookable appointments only. The Hubs are part of a separate system to the one we operate in our usual surgery hours so we are unable to deal with other requests during those hours.**

Visit our website for further information:

Like and follow us on Facebook to keep up to date with the latest news:

Brook Health Centre

### FLU SEASON....

**Flu vaccinations are expected into surgery in September.**

**LOOK OUT FOR DETAILS OF OUR FLU CLINICS IN SURGERY SOON!**

**Saturday Clinics will be available!**

**Please feel free to ask staff or clinicians if you are unsure whether you are eligible for the flu vaccination.**

## Patient participation group

The PPG are looking for new members!! The PPG meet every 8 weeks for one hour to put forward ideas and opinions on how we can improve on the services offered and the general running of the Surgery.

### **YOUR OPINIONS MATTER TO US!**

We would like to hear from all age groups of people from different backgrounds, from young mums to carers to professionals and the retired.

If you cannot spare the time to attend the meetings, then why not become part of our virtual patient group and contact us by email. In turn we will take your suggestions to the meetings and let you know the outcome.

## **SILVERSTONE SURGERY**

**Do you live in Silverstone or any of the surrounding villages?**

**Do you want to avoid long queues and even longer waiting times when collecting your prescriptions?**

**Speak to Reception about becoming a Silverstone Dispensing Patient!**

**We also offer a delivery service to those patients whom are housebound too.**

*Please be aware that parking at the Surgery is limited. Please park responsibly and with consideration for nearby residents. Thank you.*

Do you need a medication review? Asthma review? BP check? Do you have any medication queries or concerns?

If you have answered 'YES' to any of the above, please ask to book in with our in-house Clinical Pharmacist, Kiran.

## **PRESCRIPTIONS**

Just a reminder... Our repeat prescription ordering telephone line is open between 9:30am and midday, Monday- Friday.

Please allow at least **72 hours**

### **Silverstone Surgery Parking**

Please park considerably when visiting the Silverstone Surgery.

We would ask that you consider everyone who lives in the area surrounding the Silverstone Surgery and do not block any driveways/ entrances when parking your vehicle. Thank you very much  
Ann Waters, Practice manager

### **POLITE REMINDER...**

*If you have an appointment that you no longer require, please contact the surgery to cancel so that we can offer the appointment to another patient. Appointments can also be cancelled via Systmonline or by responding 'CANCEL' to the SMS text message reminder.*

*Thank you.*

Please remember to allow **5 working days** before calling up for your blood test results and to call **after 10 am**. Thanks.

Let us know what you think of the service you receive by completing the Friends & Family question- cards at Reception or go to the 'I want great care' link on our website.