

EMMER GREEN SURGERY PATIENT NEWSLETTER – FEBRUARY EDITION

Friends and Family – Would you the patients recommend us?

For the Month of JANUARY: We received 292 responses.

This is what you said about us. Thank you very much!

Options	Total	Percentage
Extremely Likely	231	79.1%
Likely	47	16.1%
Neither	3	1%
Unlikely	5	1.7%
Extremely Unlikely	5	1.7%
Don't Know	1	0.3%

Here are some of your lovely comment's you left about us this month.

MONTHLY STATISTICS FOR JANUARY - VIA EMMER GREEN SURGERY WEBSITE

In the month of JANUARY, we had **988** repeat prescription requests.

We also had **72** New patient requests.

We offered **1224** face 2 face appointments and **44** of those patients did not attend.

PLEASE cancel your appointment so we can give this to someone else to attend.

Very good reception always friendly. Dr Lloyd lovely doctor makes you feel at ease. Thank you very much.

“Appointment time kept. Full discussion of issues and appropriate treatment prescribed. Informative leaflet received by message shortly afterwards.”.

Excellent service as always. Best doctors surgery I've been associated with.

“Once again, my surgery visit was very good. I was treated with respect, details

were explained so I understood everything. I was asked if I had anything else worrying me, which I hadn't. I was also advised that if I needed to get in touch to make an appointment. I couldn't have been treated better.”

EFFECTIVE CHECK IN SYSTEM. FRIENDLY GREETING FROM RECEPTION STAFF. ATTENDED CLINIC SOON AFTER ARRIVING FOR APPOINTMENT, WITHOUT ANY DELAYS. PRACTICE NURSE PLEASANT AND VERY EFFICIENT – ADVISED POST VACCINE SIDE EFFECTS. TXT REMINDERS GREAT.



NHS HEALTHY START CARD

*if you get universal credit, you can apply online if:
You're more than 10 weeks pregnant or have at least one child
under 4 years old.*

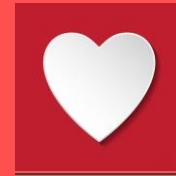
*Your family's monthly take home pay (also called earned income)
IS £408 or less from employment.*

*If you are receiving any benefits, Child Tax, Income Support,
Jobseeker's Allowance, Universal Credit, Income Related
Employment Support.*

*Family Income less than £16,190
Parents can apply online at www.healthystart.nhs.uk or by
calling 0300 330 7010*

*To find out more info please see the link below:
<https://www.healthystart.nhs.uk/how-to-apply/>*

February is Heart Month



In the UK someone dies from a heart or circulatory condition every 3 minutes.

Heart and circulatory conditions affect people of all ages and from all walks of life, but despite progress there's still so much to learn.

Whether it's losing a loved one to sudden cardiac arrest or coping with the devastating impact of heart failure, far too many of us have felt the pain of heart and circulatory conditions.

This heart month people will help to raise money for lifesaving research.

You could also learn CPR helping you gain life saving skills that could save the lives of your loved ones.

Read Lee and Krystalla's story below:

<https://www.bhf.org.uk/how-you-can-help/support-our-campaigns/heart-month/lee-and-krystallas-story>

What is an Advanced Nurse Practitioner?



The Advanced Nurse Practitioner of today is an advanced practice registered nurse who provides acute and primary care to people by: Listening to patients, families, and communities to understand their health needs and offer any support they may need.

They will access, diagnose, and help to treat health conditions within patients. Nurse Practitioners work independently and in collaboration with other healthcare professionals.

Hayley is our very experienced nurse practitioner with over 10 years in this role at Emmer Green Surgery. You will be glad to know she has telephone calls and face to face slots available for a wide range of minor illnesses and mental health issues.

Hayley also has a special interest in women's health and expertise in contraception, menopause and HRT management and can provide prescription's when necessary.