

# EMMER GREEN SURGERY

## PATIENT NEWSLETTER – DECEMBER EDITION



Friends and Family – Would you the patients recommend us?

For the Month of November: We received **282** responses.

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

Options	Total	Percentage
Extremely Likely	227	80.5%
Likely	45	16%
Neither	5	1.8%
Unlikely	3	1.1%
Extremely Unlikely	2	0.7%
Don't Know	0	0%

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

### MONTHLY STATISTICS FOR NOVEMBER – VIA EMMER GREEN SURGERY WEBSITE

In the month of OCTOBER, we had  
**823** repeat prescription requests.

We also had **55** New Patient  
Requests.

We offered **1121** face to face  
appointments and of those patients  
**56** did not attend.

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

*Greeted with a smile at reception...seen on time. Doctor  
explained results of tests clearly and made me feel like a  
person and not a number.*

Helpful staff and good appointments system!

First off, I got a parking space no problem. Second, I was called by Dr Lloyd promptly. Third Dr Lloyd was great! She listened carefully, assessed the issues, and I felt the consultation went very well. Thank you very much Dr Lloyd!

I've never had any trouble getting appointments or tests I needed done. Reception are always really polite and helpful.  
It's very clean and it's easy to check in.

## INTERNATIONAL DAY OF PEOPLE WITH DISABILITIES

An estimated 1.3 billion people experience significant disability. This represents 16% of the world's population, or 1 in 6 of us.

The United Nations Disability Inclusion Strategy provides the foundation for sustainable and transformative progress on disability inclusion through all pillars of the work of the United Nations. Through the Strategy, the United Nations system reaffirms that the full and complete realization of the human rights of all persons with disabilities is an inalienable, integral and indivisible part of all human rights and fundamental freedoms.

International  
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Disabilities

## SURGERY OPENING HOURS DURING THE CHRISTMAS PERIOD

Please note the surgery will be closed on the 25<sup>th</sup> and 26<sup>th</sup> of December.

The surgery will be open normal working hours from the 27<sup>th</sup> of December.

If you need urgent medical help during the Christmas period, please contact the out of hours service on 111.

From all the staff here at Emmer Green Surgery we hope you have a lovely Christmas.



## WORLD AIDS DAY

World AIDS Day is a global movement to unite people in the fight against HIV and AIDS.

Since 1988, communities have stood together on World AIDS Day to show strength and solidarity against HIV stigma and remember lives lost.

In the UK, more than 105,000 people are living with HIV. Globally, an estimated 38 million people live with the virus. More than 35 million people have died of HIV or AIDS related illnesses over the past 40 years, making it one of the most destructive pandemics in history.

Medical advances mean people with HIV in the UK can expect a long and healthy life and that we have the tools to stop HIV transmissions for good. But HIV continues to be highly stigmatised and misunderstood. At National AIDS Trust, the UK's HIV rights charity, we are contacted weekly by people experiencing discrimination because of HIV, including in work, education, housing and even healthcare.



It is with great sadness we say goodbye to our nurse Suna who will be leaving us on the 13<sup>th</sup> of December.

We wish you well on your next journey!

