**Brookside Surgery**

**www.brooksidesurgery.co.uk**

**Social Media**

Don’t forget to follow the surgery on Facebook or Instagram. All the very latest information is posted there, so don’t miss out, our handle is @brooksidesurgerystretton

**NHS App**

The NHS App allows you to order prescriptions and view your medical record and test results. You can sign up remotely with no need to bring your ID to the surgery. We would encourage all patients to sign up to the NHS App.

To assist patients to sign up to the NHS App two members of our Patient Group have offered to be available in the surgery on **FRIDAY 11TH JUNE FROM 11.00 – 12.00.** If you would like their help then just pop along with your smart phone or tablet either Android or Apple.

If you already have a Patient Access account then please also sign up to the NHS App as this offers many more features and is easier to use.

**Staffing**

We recently marked 20 years since our nurse, Pat Ditchfield, starting work at Brookside Surgery. Throughout those years Pat has provided advice and treatment to our patients from the very young to the not so young. Her knowledge, compassion and care is exceptional and we are sure many patients will join us in saying that Brookside Surgery is very lucky to have here as part of our team.

**New Telephone System**

We have received positive feedback on our new telephone system and, as promised, we are able to share some interesting data that we are now provided with. During the month of April we received 2,910 calls and answered 90% of these within an average waiting time of 2mins, 55 callers chose to use the new Callback facility.

We are still getting some patients choosing the incorrect option on the main menu and would ask that you listen to the options carefully if you are not familiar with them.

**Training**

The Practice will be closed on Wednesday 28th June between 1.00 – 5.00 pm for training. These dates are set on a Warwickshire wide basis and training events are planned as part of this for GPs and nurses to attend.

