

## News from Holbrook and Shotley Surgery

### Training days

Our next training afternoons will be on Wednesday 25<sup>th</sup> April and Thursday 24<sup>th</sup> May. We have been advised that we have to stay open for patients to come in to collect/drop off prescriptions and book appointments/make enquiries at reception. Our telephone lines will still be switched over to the out of hours' service on these afternoons to allow staff training. Please ring 111 for advice if your query cannot wait until the following day. In an emergency, dial 999.

### Thank you from St Elizabeth Hospice

At our flu days last year we had representatives from St Elizabeth Hospice who were in our waiting rooms to give advice and collect donations. This campaign raised £2674.27, which is a huge increase on previous years and the hospice have asked us to pass on their thanks for this. For those who missed them, they were promoting a new campaign "Don't let death kill life", opening up conversations about death to reinforce that this is a reality but doesn't have to be a tragedy.

### Snow days

During the recent snow, we managed to run a full service at both sites apart from one day when we only opened Holbrook, as Shotley was cut off completely. With help from local 4x4 owners we visited those patients who needed to see a GP that day and ran a triage service with some of our GPs working at other surgeries phoning patients to give telephone advice. Two GPs managed to get in to Holbrook surgery and saw those who needed to be seen. We were very proud of what we managed to achieve in difficult circumstances and know we weren't alone in having to cope with these conditions but hope we were still there for you if you needed us.

### Dispensary announcement

We are delighted to announce that we have employed two apprentice dispensers, one at Holbrook dispensary and one at Shotley. These are new roles for us and we will be training them over the next 15 months to become dispensers. They will be seeing many of you at the counter to hand out medications so please welcome them and be patient as they have not worked in this setting before.

Julia Smith  
Practice Manager  
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