

GREYSTOKE GAZETTE

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New Appointment System



From the 3rd January 2017 we introduced a new 'Same Day Access' appointment system. Our aim is to create a more efficient appointment system with same day access to a GP, thereby ensuring that you receive the most appropriate care straight away.

Why did we change our appointment system?

You have told us, through feedback with our staff, national surveys and patient questionnaires that sometimes you find it frustrating and difficult to get the appointment you need, when you need it. By offering telephone appointments in the first instance and giving advice this way, we can make sure that everyone is able to speak to, or see a Doctor on the day that they choose to call. Leaflets explaining the new system are available at reception and on the practice website.

How is it going?

Apart from our telephone provider letting us down on the first 2 days and failing to install the extra phone lines they promised to do, the feedback has been overwhelmingly positive from patients and staff. It is very early days, we are learning as we go and making adjustments to the system so please feel free to feedback to our Practice Manager Jenni Dollman and we will incorporate your comments into our discussions.

Staff News

Last month we said fond farewells to receptionists Suzanne Teasdale and Nicola Prime and practice nurse Ann Taylor. We will miss them and wish them well in their new posts. This month, and next, their replacements will introduce themselves in the Gazette. The first is **Hollie Ross**:



I am new to Greystoke surgery. I have previously worked in the Contact Centre where I mainly handled the information regarding patient operations and surgery. I also worked on the endoscopy team, giving appointments and advice to patients regarding the tests.

Before that I worked in the A+E Department at Wansbeck Hospital on the reception desk.

I am thoroughly enjoying working at Greystoke Surgery and look forward to the new challenges ahead.



Many of us will make a healthy New Year's resolution – maybe to lose weight, quit smoking or drink less – but what's the best way to stick to it?

Psychologists have found we're more likely to succeed if we break our resolution into smaller goals that are specific, measurable and time-based.

Top 10 goal-setting tips

1. **Make only one resolution.** Your chances of success are greater when you channel energy into changing just one aspect of your behaviour.
2. **Don't wait until New Year's Eve** to choose your resolution. Choose the best time for you during the year and take time to decide what and when is best for you.
3. **Avoid previous resolutions.** Deciding to revisit a past resolution sets you up for frustration and disappointment.
4. **Don't run with the crowd** and go with the usual resolutions. Instead think about what you really want out of life.
5. Break your goal into a **series of steps**, focusing on creating sub-goals that are concrete, measurable and time-based.
6. **Tell your friends and family** about your goals. You're more likely to get support and want to avoid failure.
7. To stay motivated, make a **checklist** of how achieving your resolution will help you.
8. Give yourself a **small reward** whenever you achieve a sub-goal, which will help to motivate you and give you a sense of progress.
9. Make your plans and progress concrete by keeping a **handwritten journal**, completing a computer spreadsheet or covering a notice board with graphs or pictures.
10. Expect to revert to your old habits from time to time. **Treat any failure as a temporary setback** rather than a reason to give up altogether.

Mencap FamilyHub

FamilyHub is Mencap's brand new online community for parents and family carers of children with a learning disability. Families can join to connect with others, share triumphs and challenges and offer support and tips to each other.

Visit the FamilyHub today for more information. www.mencap.org.uk/familyhub



Babble - an online community for young carers



Babble, created by Carers Trust, is an online space where under 18's who are caring for a family member or friend can chat, share their experiences and access information and advice. The site aims to bring together young carers from across the UK in an online space which is safe, fun and supportive. www.babble.carers.org