

Practice

Have you booked your Whooping Cough Vaccination?



The NHS is encouraging anyone pregnant to come forward and book their Whooping Cough Vaccination.

Whooping cough (Pertussis) is a bacterial infection of the lungs and breathing tubes. It spreads very easily and can sometimes cause serious problems. It's important for babies and children to get vaccinated against it.

The pertussis vaccination in pregnancy provides protection for pregnant women and young babies against serious illness. If you're pregnant you should also have the whooping cough vaccine – ideally between 16 and 32 weeks.

If you would like to book an appointment with our Practice Nurse, please contact the surgery on 01803 31 22 33 option 2 for appointments. Our reception team will be able to arrange a time and date for you to attend.

Goodbye Dr Naidoo

Dr Naidoo has now retired.

Dr Naidoo started as a locum GP for Brunel in 2006 and became a member of the team in 2010.

After 18 dedicated years he is looking forward to having a bit more time to himself, practice his golf swing and enjoy his travels but he will miss the patients and staff at Brunel.

I am sure we can all agree that we will very much miss seeing Dr Naidoo around Brunel and wish him the best in his retirement.



Liver Pilot Study

A group of Torbay GP practices, including Brunel have been selected for a national programme that aims to diagnose liver cancer at an early stage. So, if you fall into one of the high-risk categories, you could be eligible for a liver health check.

To be eligible for the programme, you must:
Be aged 16 or over and registered with their:

- Brunel Medical Practice
- Chelston Hall Surgery
- Croft Hall Medical Practice or
- Southover Medical Practice

AND fall within one of the high-risk groups:

- Been diagnosed with alcohol related liver disease or non-alcohol fatty liver disease
- Been diagnosed with Hepatitis C or Hepatitis B
- Have type 2 diabetes and a BMI of over 30 (or over 27 if you are from an ethnic background)
- Drink more than 30 units of alcohol per week

TORQUAY **NHS**

DID YOU KNOW?

6,200 people are diagnosed with liver cancer every year

Liver cancer has increased by **50%** in the past decade

More than **50%** of liver cancers aren't diagnosed until stage 3 or 4

COULD YOU BE AT RISK OF DEVELOPING LIVER CANCER?

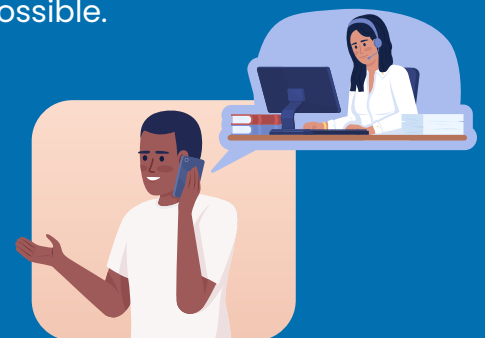
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Updates to our telephone line

We are in the process of making some adjustments to our telephone lines to try and make getting through to us easier. We are looking into some queue busting technology where the system will hold your place in the queue and call you back when you are 1st in the queue.

We will update our patients with more information and a date for when this goes live in due course. We are hoping that this new change will reduce the current waiting times to get through to the surgery.

Please be mindful that our reception staff work hard to answer each call as quickly as possible.



New to the Brunel Team Month

In the past few months we have had various new starters within the practice.

Reception:

- Kerri will be starting their journey in Babbacombe eventually working across all 3 sites.

Nursing Team:

- Lisa and Amy are Practice Nurses and will be based at all 3 of our surgeries

Visiting Team:

- Gemma is our care home and Frailty Lead. Gemma will be helping the visiting GP with Care home queries and will be based in St Marychurch.

If you are concerned or have symptoms contact the surgery

Friends and Family Feedback



HELP US IMPROVE!

TELL US WHAT YOU THINK



At Brunel we value your feedback.

Help Improve the Service We Offer to All Patients by Completing the Friends and Family Test Survey

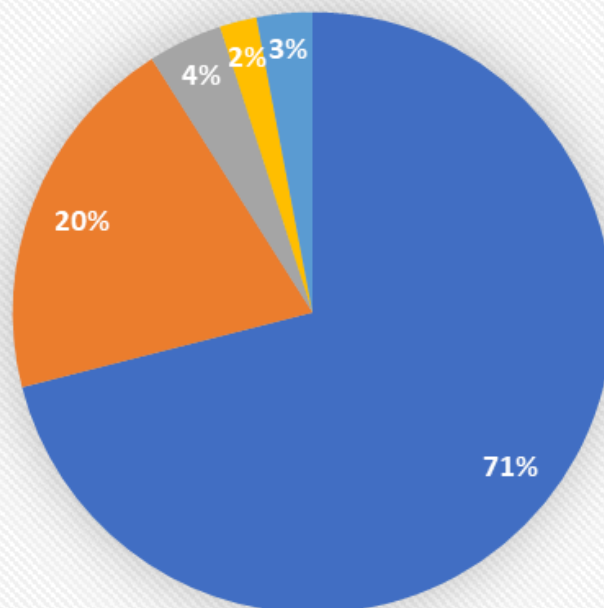
Should you have any suggestions to improve how the Practice operates or manages its services, please complete a Friends and Family Test feedback form which can be found on our website.

This has been my best experience at the surgery. The nurse I saw was very nice friendly and very professional. I felt she had time to listen to me. She explained what the procedure was and how to get my results and I didn't feel rushed in any way.



In May, 91% of patients rated their overall experience of the Practice as either Very Good or Good, with only 5% of patients rating the overall service of the practice as Poor or Very Poor. Many patients commented on the service we provide to our patients and how they find the care provided.

Patient Feedback



■ Very Good ■ Good ■ Neither Good nor Poor ■ Poor ■ Very Poor ■ Don't know