



Team news

- Congratulations to Dr Hannah Noble who became a partner on 1st August 2017
- Welcome to Dr Lucy Reynolds who joined the team as a salaried GP in August. Dr Helen Kay will also be joining the team as a salaried GP in October
- Currently we have three GP Registrars training at the practice. These are registered doctors who are receiving further training to become a GP. They are Dr Neha Popat, Dr Liz Theivendran and Dr Rob Jay
- Rebecca, one of our Healthcare Assistants will be leaving the practice in October to work for the Urgent Care Centre – we wish her well in her new role
- We are pleased to announce the safe arrival of Olivia's baby. Olivia is one of administrators and is currently on maternity leave

Memory Plus

Leicestershire County Council's (LCC) Communities and Wellbeing Service invited us to take part in an exciting new pilot that has been designed specifically to help people with varying levels of dementia.

The workshop was designed to equip family carers with the skills and confidence to engage with their loved one in meaningful, stimulating and multi-sensory activities including reminiscence.

The Memory Plus workshop was a success as participants felt the training was enjoyable and gave them some activity ideas to try at home with someone with dementia.

Everyone felt more confident to communicate with people with dementia and understood more about the importance of using objects to trigger all our senses.

People enjoyed having the opportunity to talk about some of their personal experiences and lots of laughter was shared as people participated in the activities.

One lady said "I'm definitely going to borrow some of the dementia friendly Pictures to Share books and get some maracas and dance around the room with my mum"!

Flu, pneumo and shingle vaccinations

We are holding a clinic on Saturday 30th September 2017, if you are unable to attend this event then please contact reception to enquire about an alternative appointment for those who are eligible.

Premises and Car Park

As local housing developments continue the practice is exploring ways in which we can accommodate an increase in registered patients. We are discussing these issues with our landlord, the local council and West Leicestershire Clinical Commissioning Group who are responsible for NHS premises provision in this area. We are aware that not only will the practice require more consulting rooms and areas for patients to wait in, there will also need to be some changes to our car parking arrangements. This is all in the early stages of discussions however as more information becomes available we will keep patients informed.

Patient Survey 2017

Please complete our online survey to give us your views on the service we provide and ideas of how we might improve.

<http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=312186&a=C82096>

Patient Participation Group (PPG)

The next PPG meeting is 1pm Thursday 5th October 2017 at the surgery. All registered patients are welcome to attend the meeting, your input is very important to us. Please contact reception to confirm your attendance.

First Contact Plus

We have recently been made aware of an excellent service provided by Leicestershire County Council.

First Contact Plus is an online tool which helps adults in Leicestershire find information about a range of services all in one place.

The initiative allows residents who require help with one or a number of issues to access a catalogue of information, advice, help and support.

Information and resources on housing, health, living independently, money advice, work, security and other topics that assist the county's residents can be found on this site.

First Contact Plus is delivered by Leicestershire County Council in partnership with GPs, the police, health organisations, voluntary groups and social care departments, district & borough councils who are helping adults across the county by working together to make access to services much easier.

To explore the resources available to Leicestershire residents, visit their website <http://www.firstcontactplus.org.uk/our-services/>

‘Coffee Club’

We are pleased to announce that we will be holding our first ‘Coffee Club’ on Tuesday 3rd October 2017 from 10.30am to 11:30am and weekly thereafter.

This is an opportunity for patients aged over 70 years to meet other people. This club is all about the opportunity to share your experiences with each other and reminisce about the ‘good old days’. It is to help you make new friends, it is for you to enjoy being in the company of others. We want people to remember that your illness or health is not what you are, it does not define you. We want you to remember the person you are and give you an opportunity to share your life memories, hobbies and interests with others. Please do come along and share your stories with us and we’ll provide the refreshments!

We have also invited Lisa Manley our colleague from the County Council who is involved in Local Area Coordination - ‘A model of support which focuses on identifying and supporting those who need help before they hit crisis and working towards building an inclusive supportive community around them’. She is looking to be able to help our patients with the following:

You: thinking about how to make life better and looking at what you have to offer

Connecting with others: linking people together and being part of your community

Information: finding out about what’s happening in your area and getting the right help from services

Taking action: making positive action

Short term support: signposting people to local services or community groups

Longer term support: work with someone to help them achieve their goals and lead a happier life

If you feel that you would like to get involved in any way for example helping to make the teas and coffees then please do get in touch.



Macmillan Coffee Morning

We were very pleased to host our very own event for the ‘World’s Biggest Coffee Morning’ in aid of Macmillan Cancer Support. Lots of tea and cake were served and we are very grateful to all those that donated, staff and patients alike. We will announce how much we raised when the final total is in.



NHS Summary Care Record (SCR) with Additional Information

If you are registered with a GP practice in England, you will have a Summary Care Record (SCR), unless you have previously chosen not to have one. It includes important information about your health:

- Medicines you are taking
- Allergies you suffer from
- Any bad reactions to medicines

You may need to be treated by health and care professionals who do not know your medical history. Essential details about your healthcare can be difficult to remember, particularly when you are unwell or have complex care needs. Having an SCR means that when you need healthcare, you can be helped to recall vital information. SCRs can help the staff involved in your care to make better and safer decisions about how best to treat you.

You can choose to have additional information included in your SCR, which can enhance the care you receive. This information includes:

- Your illnesses and health problems
- Operations and vaccinations you have had in the past
- How you would like to be treated - such as where you would prefer to receive care
- What support you might need
- Who should be contacted for more information about you.

What to do next

If you would like this information adding to your SCR, then please complete this form for return to the relevant GP surgery.

Name of patient:

Date of birth: Patient's postcode:

Surgery name: Hugglescote Surgery Surgery location (Town): Hugglescote

NHS number (if known):

Signature: Date:

If you are filling out this form on behalf of another person, please ensure that you fill out their details above; you sign the form above and provide your details below:

Name:

Capacity: (please circle one)

Parent Legal / Guardian / Lasting Power of Attorney for health and welfare

If you require more information, please visit <https://digital.nhs.uk/summary-carerecords> or call NHS Digital on 0300 303 5678 or speak to your GP Practice