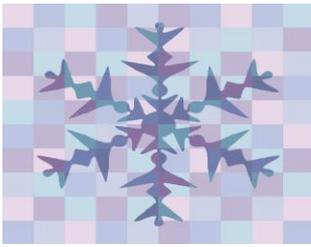


Patient Newsletter



Winter 2012 Edition 6

Hugglescote Surgery

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Team news

Dr Rachel Bawdens placement at the practice comes to an end at the beginning of April. Dr Natasha Fernando will then start at the practice for the following four months.

- We wish to extend our apologies to those patients who have been affected by a locum agency letting us down at the last minute. Sometimes GP absence is unforeseen and where possible we will do our best to replace the GP however if this cannot be done we will be left with no alternative than to ask patients to rebook their appointment. The problems we have experienced have been made more complicated by annual leave and sickness. We have however successfully recruited a new GP. Dr S Malladi will be starting in April 2012 and will certainly be a very welcome new member to the team.
- We welcome a new member of our Nursing Team, Shelley Holmes our new Phlebotomist. Shelley is currently undertaking training, but will soon be providing a full Phlebotomy service to our patients.

Heart Failure & Respiratory Specialist Nurses

We are pleased to welcome Jonathan Dexter and Karen Moore to the practice who are both Nurse Specialists. Jonathan specialises in Heart Failure and Karen in Respiratory conditions. They will be holding clinics at the practice on a monthly basis to review patients with these specific conditions and who require more detailed consultations than we are able to provide during our routine appointments.

Have you booked a holiday for 2012?

If you have booked your next holiday and need travel vaccinations, please call into Reception and pick up a travel form for completion.

Remember – some vaccinations are given as a course - you will need to make sure you have enough time to receive the full course before your date of travel to ensure full cover.

Be safe, be prepared - fill out the form **early!!**

Training Practice

As you may already be aware we are an accredited 'Training Practice'. This means that we are able to provide specialist training to qualified doctors who wish to study further to become a General Practitioner. Dr Gauhar is the nominated trainer however all the doctors at the practice help to supervise these trainees and provide them with necessary tutorials to ensure they are prepared for when they qualify as a GP. For the practice this means that Dr Gauhar and the organisation are visited on a regular basis to ensure that our systems are appropriate to ensure quality training and that we are providing good clinical care. We were last assessed in December 2011 and have now received confirmation that Dr Gauhar's appointment as a GP Trainer has been renewed.

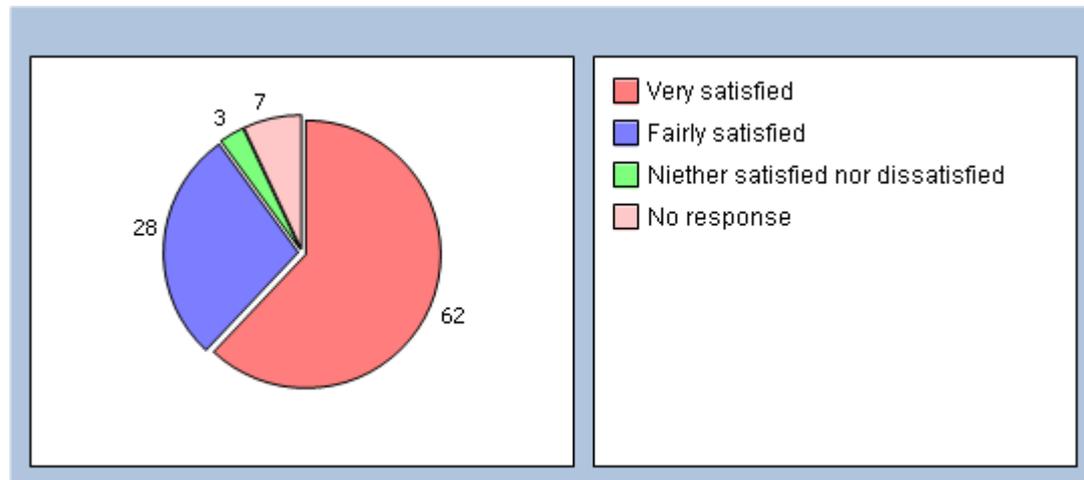
Patient Participation Group (PPG)

At the last meeting held in November 2011, we discussed the patient survey. The full survey results can be viewed online via our website www.hugglescotesurgery.co.uk

An example from the Patient Survey Results:

Q11. In general, how satisfied are you with the services provided the surgery?

Very satisfied **62%**
Fairly satisfied **28%**
Neither satisfied nor dissatisfied **3%**
Quite dissatisfied **0%**
Very dissatisfied **0%**



The next PPG meeting is on **Thursday 9th February 2012 between 1.00 – 2.30pm** 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.