



Team news

- We announce the arrival of a most welcome new member to our Practice Team. Dr S Malladi - Salaried GP joined us on 2nd April and will certainly enhance our team. Hugglescote Surgery welcomes Dr Malladi !
- Dr Rachel Bawdens placement at the practice has come to an end. Dr Natasha Fernando started at the practice on April 4th and will be with us until the end of July.

Patient Representative Group (PRG)

The next PPG meeting is on **Thursday 19th April 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.

Here are some thoughts from two members of our Patient Representative Group:

“The patient groups meets every 8 weeks or so. We have attended most meetings and found them very useful in making us feel part of, and not just occasional visitors to the surgery. Keleigh chairs the proceedings and there is usually a GP present along with Eve, Reception Supervisor, quite often a Nurse, and occasionally a representative from Masons chemist. Personal problems are not aired, but all aspects of the surgery are covered and queries are often answered immediately. We have found that suggestions made by members of the group and agreed upon at the meeting have been implemented straightaway. For example, the layout of the reception area improved, unlocking the side gate at all times so the crossing can be used. Members can also usefully relay points of view or complaints from patients who do not wish to or are unable to be a part of the group and prefer to remain anonymous. The timing of the meetings has alternated from lunchtime (1pm onwards) to early evening (5 pm onwards). We hope to catch a wide variety of working people and not just the retired. You can participate by airing your views on the practice website www.hugglescotesurgery.co.uk We hope to see you soon at a meeting.”

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**!!

Free Domiciliary sight tests

Are you housebound and unable to go out unaccompanied? Are you aware you may be entitled to have a free eye test carried out at home?

For more information on this service, please call 01582 390828 or visit

www.healthcalloptical.org

Car-park

Have you noticed that gradual improvements are being made to our car-park?. The concrete bollards that were situated near the entrance were repeatedly being reversed into , weakening the structure (and the cars no doubt). These have been replaced by two barrels planted with seasonal flowers. Another barrel will be arriving soon to help protect an area of the footpath that is breaking down due to cars driving over it. Whilst serving a great purpose, the barrels improve the appearance of the surgery and certainly offer a nice welcome as you enter the car park.

To protect the 'Disabled Parking Bays', a 'Delivery Vehicles Only' parking bay is being created. Along with our able bodied patients' consideration, we are hopeful this will protect the 'Disabled Parking Bays' so that they are available for their intended purpose. The yellow markings will be repainted during the summer, in addition to new, more prominent signage.

The pedestrian crossing will also be repainted during the summer months, as the white markings have now faded considerably.

Some of this work has been carried out following suggestions made by members of the **PRG Group** – your voice and opinions are heard and we do take action! Please do come and join us at our meetings!