

Patient Newsletter



Autumn 2010

Edition 1

First Edition

Welcome to the first edition of the Hugglescote Surgery's newsletter to keep you updated with news from the practice. Any thoughts, comments or content for future issues are welcome.

Patient Participation Group

The surgery has a Patient Participation Group which is a group of patients who have expressed an interest in working with the practice on various issues. The last meeting was held in February 2010 and at the meeting it was agreed that the following areas would be prioritised for review. If you are interested in being involved with the Patient Participation Group, please contact the Practice Manager.

Patient Participation Group Priority List for Improvement

1. Appointments
2. Repeat prescriptions
3. Waiting room
4. Car parking
5. Transport

Appointments

At the Patient Participation Group meeting in February it was agreed we would develop ways to communicate how the appointment system works to our patients. Currently we follow the guidelines below, however we are continually evaluating our appointment demand and provision. In May 2010 we conducted an appointment demand audit and have been liaising with other local practices to compare our provision with theirs. In addition we have agreed to participate in a national pilot that accesses the expertise of NHS professionals to help us reshape or urgent care provision. If you are interested in finding out more about this then please contact the Practice Manager.

Hugglescote Surgery

151 Grange Road
Hugglescote
Leicestershire LE67 2BS
T: 01530 832109
F: 01530 832553

E: hugglescotesurgery@gp-c82096.nhs.uk

W: www.hugglescotesurgery.co.uk

Appointment System

- When requesting an appointment with a GP or nurse you will be asked the reason for your appointment so we can book the most appropriate appointment for your problem and allow the appropriate length of time
- A proportion of our face-to-face appointments with GPs and Nurses can be booked up to 4 weeks ahead
- The remainder of our face-to-face appointments with GPs and Nurses are released to book on the same day
- Patients are able to pre-book 5 minute telephone consultations with GPs up to 4 weeks ahead

Repeat Prescriptions

We would like to thank all our patients on repeat medication for their patience during the change over from our old clinical system (EMIS) to our new one (SystemOne). From March, when our new system was installed, we have been faced with the enormous task of ensuring that your medication has a current review date and that our administration processes enable us to deal with your request in a timely manner. This work has been time consuming and we know frustrating for patients as it has meant it has taken longer for us to process your repeat medication requests. However the majority of the issues relating to the change in clinical systems have now been resolved. Along with the Patient Participation Group, we

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know there is scope for improvement in how we process repeat medication requests and we will be liaising with patients, pharmacies and other practices to make this more efficient.

Waiting Room

Some of the Patient Participation Group would like to improve the atmosphere in the waiting area. Music was suggested and this would help to increase confidentiality in the main reception area – music is a good way to mask some of the conversations that are necessary in the reception area. In addition we will be installing patient information screens which will allow us to present various health information to patients whilst they wait for their appointments. This will be accompanied by an automated patient check-in facility allowing patients to check in electronically and therefore by-passing any queues at reception.

Transport

We would welcome your comments on how we can improve transport to the surgery and how we can make access to the premises better.

Phlebotomy

We are pleased to inform our patients that we will be offering blood test appointments at the surgery from November. This is in addition to patients having the option of attending Coalville Health Centre for their blood tests. Blood test appointments at the surgery will be available on Tuesday mornings and we hope to expand this availability in the New Year.

Team news

Over the past few months we were sad to say goodbye to the following members of our practice team; Dr Terri Eynon, Dr Sujata Gopal, Ann our receptionist and Gina our Healthcare Assistant.

We are pleased to welcome Dr Anish Shah and Mandy who have now started work at the surgery and Dr Hannah Noble joins us in December.

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Car Parking

We have been working to improve the car park lighting so we will be ready for the dark nights this winter.

'Fighting Flu'

We are launching our 'Fighting Flu Campaign 2010' by offering eligible registered patients the opportunity to have their flu or pneumococcal vaccination at our walk-in clinic on **Saturday 30th October 2010**. Eligible patients are invited to this clinic between 9am and 11.30am there is no need to book an appointment. Reception staff will be happy to book weekday appointments from 1st November 2010. Please note that all influenza vaccination this year contains the strain H1N1 (swine flu) as recommended by the World Health Organisation

Eligibility Criteria for influenza immunisations

- People over 65 years of age
 - People who work with poultry
 - People living in residential or nursing care homes
 - People of any age who have:
 - Diabetes
 - Asthma (and other chronic respiratory conditions)
 - Heart problems
 - Kidney or liver disease
 - Lowered immunity because of illness or medication
 - Had a stroke or transient ischaemic attack (TIA)
 - Multiple sclerosis (MS)
 - A degenerative condition of the central nervous system
- If you are the main carer for someone whose welfare would be at risk if you became ill, you may be eligible for a free flu jab. Please discuss the issue with your GP.