

Patient Newsletter

Autumn 2018 Edition 16



Hugglescote Surgery

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

E: hugglescote.surgery@nhs.net
W: www.hugglescotesurgery.co.uk

Team news

- Welcome to Dr Neha Popat as a salaried GP, she has been with us for a while as she was a GP registrar at the practice previously.
- Currently we have two GP Registrars training at the practice. These are registered doctors who are receiving further training to become a GP. They are Dr Manish Patel and Dr Nichola Cairns.
- We were sorry to say farewell to Dr Sab Tank at the end of August 2018, we are currently recruiting to replace her sessions.
- We have welcomed Becky to our nursing team as our phlebotomist. A phlebotomist, will take blood samples from patients. The samples are examined in a laboratory and the results can be used to diagnose diseases and conditions.
- We are pleased to announce the safe arrival of Nikki's baby. Nikki is one of Healthcare Assistants and is currently on maternity leave.
- We were sorry to say goodbye to Eve, our Reception Supervisor. She had been with the practice for 12 years and was loved by staff and patients alike. We celebrated her time with us as a team with afternoon tea at Cattows Farm.
- Carole has now been promoted to Reception Supervisor and has recruited Jade, Becki and Leanne to her team – we wish them all the best as they settle in.
- Our newest member to the team Kyra, she has been a Business Administration apprentice at the practice for just over a year and has now accepted a permanent position as an Administrator.

Teaching and Training

For information the practice are pleased to announce that Dr Gauhar has been re-approved as a GP Trainer and Dr Greenyer is now approved as a GP Trainer. The training of doctors to become General Practitioners covers three years of the Trainees and Trainers time. In the Trainees first year they come to the practice for 4 months then are sent off on a number of hospital rotations. The Trainee then comes back to their Trainers practice for their 3rd year and receives a full schedule of seeing patients, one half day release for offsite classroom study and tutorials and joint clinics held at the practice. Alongside the training of GPs we are also involved in the training of undergraduate medical students, pharmacists, nurses and we have been part of a programme giving Year 10 students work experience. This intensive training of healthcare staff involves the whole team and would not be complete without the help of patients – thank you all for your involvement in the very important work of growing our health service workforce.



Mobile telephone numbers and email addresses



Increasingly we are using text messages to keep patients informed about their healthcare for example reminders about appointments and invitations to health check reviews. It is important that we have your up-to-date mobile telephone number in order to communicate effectively with you.

Don't forget to inform the surgery if you have changed your mobile number, as when we book appointments we send out text confirmation. Similarly, if you haven't already provided us with your mobile number please let us know so that we can update our records.

Please be aware that if you have your mobile number registered for another person at the practice (e.g. children) you may receive reminders for them to your number, and you might need to take this into consideration.

We occasionally use email to communicate with our patients, again for matters related to your direct medical care. As with mobile numbers, please keep us updated with your correct details.

If you would prefer us not to send you text messages or emails and we currently hold your details, please let reception know.

Flu, pneumo and shingle vaccinations

We are holding two clinics this year. One on Saturday 22nd September 2018 for patients who are eligible* and are aged between 18 – 64 years. The second clinic will be on Saturday 6th October 2018 for patients 65 years and over. If you are unable to attend this event then please contact reception to enquire about an alternative appointment for those who are eligible.

*information on eligible patients can be found here

<https://www.nhs.uk/conditions/vaccinations/who-should-have-flu-vaccine/>

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. As information becomes available we will keep patients informed.

Patient Survey 2018

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

<https://www.surveymonkey.co.uk/r/QRSFT58>



Patient Participation Group (PPG)

The next PPG meeting is 1pm Thursday 11th October 2018 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.

'Coffee Club'

'Coffee Club' continues on Tuesday mornings from 10.30am to 11:30am

This is an opportunity for patients to meet other people. This club is all about the opportunity to share your experiences with each other and a way to help make new friends or signpost you to other services that can help you. 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!

Lisa Manley our colleague from the County Council is also 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 looks to be 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 are 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 will be served on Wednesday 26th September 2018.

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