

Patient Newsletter



Winter 2010 Edition 2

Hugglescote Surgery

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Christmas Greetings

On behalf of all the staff at Hugglescote Surgery we would hope you had a Merry Christmas and Happy New Year!

Team news



Dr Hannah Noble started on 6th December 2010, she has previously been working in Nottingham. Nicola Wharmby has joined the nursing team as our new Healthcare Assistant and will also be able to test your blood when she has completed her training.



Nursing

We have been pleased to offer patients appointments for blood tests on Tuesday mornings. We can confirm Julie Wright who has been helping us on a temporary basis will be employed permanently on Tuesday mornings. We will increase the number of hours available for blood tests at the surgery once our new Healthcare Assistant has completed her training.

Training Practice Accreditation

We are pleased to announce that we have been approved as a training practice. Dr Gauhar will be the nominated clinical supervisor however the entire practice team will be involved in the training and development of doctors who want to further their education and specialise in General Practice.

Hearing Aid Batteries

Following a request made by the Patient Participation Group in February 2010, we are now able to provide NHS Hearing Aid Batteries. Should this be of interest to you then please contact reception who will provide more details.

'Fighting Flu'

We were extremely pleased with the success of our flu clinic held on Saturday 31st October 2010. Many patients had the injection to protect them against influenza. In addition we offered blood pressure readings which were taken by trained members of our reception team.



Personality of the Year

Congratulations to Eve our Reception Supervisor who won the 'Personality of the Year' award. Many of you completed a nomination form and Eve received the most 'votes', you told us how much you value Eve and how much she goes out of her way to help you.

In addition we also introduced a 'Colleague of the Year' award; this was for staff to nominate a colleague they felt had been a great help to the team this year. Dr Gauhar won this award, with many thanks from all the staff for all his hard work.

Appointments

Over the past 8 months we have been taking advice and suggestions about making our appointment system better. These changes started on 4th January 2011.

Here is a summary of the key changes:

- You will be able to pre-book appointments with doctors and nurses up to 6 weeks in advance – doctors can offer you either face-to-face or telephone consultations, which means there will be no need to ring in at 8am as you will have the opportunity to book an appointment in advance
- There will be an On-call doctor available to offer advice over the telephone or see you if your problem is urgent for that day
- A minor illness specialist will run a clinic for specific problems on Monday, Tuesday, Wednesday and Thursday mornings
- Reception staff will guide you to the most appropriate service. To do this they may ask if your problem is on the list detailed in this newsletter. These problems can all be seen by our Minor Illness Specialist.

We would be grateful if you could be patient with us whilst we make these changes.

Problems that can be seen by the Minor Illness Specialist

Upper Respiratory Tract

- Colds, Flu, Sore throat, Sinusitis
- Earache
- Asthma
- Fever
- Hay fever
- Nose bleed

Eyes and Skin

- Sore eyes, styes
- Rashes, eczema, nappy rash
- Cold sores
- Warts & verrucae
- Boils
- Infected wounds
- Ingrowing toenail
- Head lice
- Moles
- Insect bites and stings
- Sunburn
- Mouth problems

Women's health

- Vaginal Discharge
- Period Problems
- Missed pills

Head, Neck & Back

- Headache
- Head injury
- Dizziness
- Neck pain
- Back pain

Abdomen

- Abdominal pain
- Indigestion
- Diarrhoea & Vomiting
- Constipation
- Urinary tract infection/cystitis
- Threadworms

Injuries

- Minor injuries
- Road traffic accident assessment