

Patient Newsletter

Autumn 2022 – EDITION 21



Hugglescote Surgery

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Summary

Hugglescote Surgery would like to say a big thank you to our patients and staff for adapting to our new ways of working within the practice over the past 2 years. We understand that it has been a very difficult time and has presented many challenges, and we thank you for your continued support and patience.

We will continue to keep you informed with the most up to date information via our newsletter, website and Facebook page.

Team News

We have had lots of positive and exciting team changes over the past 2 years! Let us introduce the members of our team.



GPs and Advanced Practitioners

Dr Dominic Greenyer (m)
Clinical Partner & Educational Supervisor
6 sessions per week

Dr Tariq Gauhar (m)
Clinical Partner & Educational Supervisor
2 sessions per week

Dr Hannah Noble (f)
Clinical Partner & Educational Supervisor
6 sessions per week

Dr Helen Kay (f)
3 sessions per week

Dr Lucy Reynolds (f)
7 sessions per week

GP Registrars (Qualified Doctors training to become General Practitioners)

Dr Adam Farid (m)
Dr Divyang Jain (m)
Dr Gul Saquib (f)

Dr
Manish Patel (m)
6 sessions per week

Dr Ashish Pattni (m)
6 sessions per week

Dr Alexander Pike (m)
4 sessions per week

Dominic Purnell (m)
Advanced Nurse Practitioner
4 sessions per week

Dr Pramit Dakshit (m)
Dr Jeena Thomas (f)

Nursing Team

Sarah Dennis
Nurse Manager

Nikki Wildsmith
Health Care Assistant

Sarah Ward
Practice Nurse

Natascha Hughes
Phlebotomist

Nicola Wharmby
Assistant Practitioner

Additional Clinical Roles

Clinical Pharmacists

Mark Dickinson (m) & Dina Gusai (f)

Our clinical pharmacists are part of the Primary Care Network (PCN) and are based at Hugglescote Surgery. They are involved in developing prescribing guidance for the practice, responding to safety alerts for medicines and supporting other clinicians in their prescribing decisions. Their day-to-day role often involves reviewing patient's medication and ensuring that patients are being monitored correctly, arranging blood tests, adjusting the doses of medications, or altering medications based on the results of that monitoring. They also liaise with colleagues that work in secondary care, care homes and community pharmacies to ensure safe transfer of care from those settings.

First Contact Physiotherapist

Bala Sankaran (m)

"I am Bala, First Contact Practitioner. I completed a master's degree in Orthopaedics Physiotherapy and various certification in Musculoskeletal Physiotherapy, having 20+ years of clinical experience. I worked in India and United Arab Emirates. I am able to assess and provide a management plan for musculoskeletal pain with neck, shoulder, elbow, wrist, lower and upper back, hip, knee and ankle."

Mental Health Practitioner

Lindsey Cannell-Rickett (f)

Lindsey is based at the surgery one day a week offering a mix of telephone and face to face appointments for patients aged 18-65. Our GPs can refer patients to enable Lindsey to decide on the best psychological support for them by delivering effective wellbeing interventions and coordinating care plans to help patients recover and live fulfilling lives.

Mental Health Facilitator

Elizabeth Muteke(f)

Elizabeth works independently providing triage and assessment, treatment and referral of patients within a set mental health criteria. She carries out annual health reviews for adults on the practice mental health register to ensure conformance with Quality Outcomes Framework (QOF), to provide specialist advise and support to practice colleagues in relation to patients with mental health issues, Elizabeth works closely with other roles and services within the NHS and will work alongside our team of GPs.

Social Prescriber

Bryonie Mellor (f)

Our social prescriber is part of the Primary Care Network (PCN) and is allocated to Hugglescote Surgery. Our clinicians are able to refer patients to our social prescribing link worker as a way to connect patients to other local non-clinical services. Social prescribing is designed to support people with a wide range of social, emotional, or practical needs, focussing on improving mental health and physical well-being. Examples of people who could benefit from social prescribing support include those with

- mild to moderate mental health problems
- vulnerable groups
- people who are socially isolated
- those who frequently attend either primary or secondary health care
- and people who would like to improve their quality of life and require support to address this.

Recently our Social Prescriber has started to accept referrals from the practice for the 'Household Support Fund' to ensure that during these hard financial times, those who need it most receive the help being distributed by NWLDC.

If you feel that you would benefit from social prescribing support, please contact the surgery, and ask to be referred to the social prescribing team, giving a brief description of the kind of support you would like.

Management Team

Keleigh Atkin
Business Partner

Amy Morris
Management Team Administrator

Melissa Coleman
Operations
Manager

Louise Dodson
Management Team Administrator

New ways of working

Due to an increase in clinical staff and limited clinical room availability, the surgery operates a hybrid model of working. Over the past 2 years the pandemic has triggered drastic changes for almost all organisations, especially within the NHS. Whilst the pandemic introduced the working from home model, which allows staff to work remotely, this enabled us to find a solution for our premises challenges.

A hybrid working from home model was introduced and allows some members of staff to work remotely whilst others work on site. We have utilised clinicians working from home to operate **routine** telephone calls which are pre booked whilst having room capacity for clinicians working on site to enable them to consult face to face where appropriate and deal with **emergency** same day appointments.

In addition this enables us to provide enhanced access which you can read more about below.

Providing a mix of face to face and telephone appointments is beneficial to the working population. Having the ability to book a telephone appointment rather than attending face to face (unless clinically necessary) has proved popular. Our new team of Registrars are also able to offer pre booked routine face to face appointments.

We understand, appreciate and share your concerns that our telephone lines are very busy therefore we have introduced an alternative way to contact the surgery.

You are able to complete an online consultation form via accuRx which can be used for administrative and routine medical queries. These messages are triaged and allocated to clinicians/services as appropriate.

The benefits of this online form are:

- Avoid call queues
- Quick and convenient for you
- Integrated with our clinical system

If you have not already used this service the link can be found via our website **www.hugglescotesurgery.co.uk**

Or directly via **<https://floreay.accurx.com/p/C82096>**

Enhanced Access

Routine telephone appointments are now available between 7:00am - 8:00am and between 6:30pm - 9:00pm throughout the working week but on a rotational basis. Currently this does not extend to weekends however this may form part of the NHS agenda in the future.

Flu Clinic

The practice has purchased flu vaccinations for those people who:

- are aged over 50 years, including those who will turn 50 by 31st March 2023
- have a chronic disease and vulnerable
- are pregnant
- are in long stay residential care
- receive a carers allowance, or are the main carer for an older or disabled person who may be at risk if they get sick
- live with someone who is more likely to get infections (such as someone with HIV, had a transplant or are having certain treatments for cancer, lupus or rheumatoid arthritis)
- frontline health/social care workers
- if your BMI is above 40



If you fall into one of the above categories, the flu jab is free. Our annual flu clinic will be held on **Thursday 22nd September 7:00am-7:00pm.**

If you have not already booked your appointment and are eligible, please contact the surgery to book your vaccination.

Facebook



Please like our page for all the latest information about the surgery:
www.facebook.com/Hugglescotesurgery/