

Patient Newsletter



Spring 2011 Edition 3

Hugglescote Surgery

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Spring is in the air...

We hope like us you have been enjoying the better weather and bank holiday's!

Team news

Dr Anish Shah will be leaving the practice on Friday 17th June 2011 – he will be missed by both staff and patients but we wish him well for the future. We are currently recruiting a new salaried GP who we hope will start at the practice in August 2011. Also in August we will be welcoming another doctor who is completing their specialist training to become a GP - more details will be available at the surgery nearer to their arrival.

Counselling

We were all sad to say farewell to our counsellors Eileen and Wendy at the end of March. Our counselling service is now being run centrally by an organisation called 'Rethink'. Our GPs can refer you to this service and you will be assessed by either Shauket Desai a Low intensity therapist or Mel Gauci a High intensity therapist. Eddie Byrne is our Mental Health Facilitator and looks after patients with more complex mental health needs.



Nursing

Nicola and Julie are both making a great addition to our nursing team. They are quickly learning new aspects of nursing and will over the next weeks and months be able to carry out the following: blood tests, blood pressure checks, INR's, new patient health checks, ECG's, weight readings and pill checks.

Results

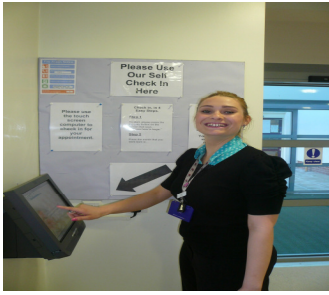
If you have been referred for routine tests (bloods, x-rays, scans) you will be advised by the practice to ring and speak to our reception team for the results – please call 7 days after your test and after 2pm.

Prescriptions

If you have regular repeat medication you will sometimes see reference to a medication review date on your list of medication. This date is mainly used as a reminder to surgery staff - please continue to order your medication in the usual way and if you need an appointment with the doctor or nurse our reception team will contact you directly.

If you require medication that is not listed on your repeat medication list, it is important that you give us plenty of notice to organise for these prescriptions to be processed. In addition all repeat prescription requests require two working days to process to ensure safe prescribing of your medication.

Patient Information Screens and Self Check-in



We have now had 2 patient information screens installed at the surgery. These are available for us to provide health promotion information to those patients in the waiting room. In addition to this we now have the facility for patients to use our self check-in screens to mark that they have arrived for their appointment. This is especially useful if there is a queue at the reception desk however patients are welcome to wait for a member of our reception team if they prefer. We are also looking at providing antibacterial hand-gel near to the screen.

Appointments

In the last newsletter we updated you on the changes made to the appointment system in January 2011. Since then we are delighted to announce that the changes made have significantly improved the service we are able to offer.

Here is a summary of the key changes including amendments made in response to our recent review:

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. Patients will be offered the next available appointment on the same day or the next available routine appointment if this is not convenient.

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 the 2nd edition of this newsletter.

Patient Participation Group

The practice has approximately 40 patients who have said they are willing to be contacted by the surgery to ask their opinions on various aspects of practice organisation, improvement and change – this can be done via email, telephone or at a meeting. If you are interested in joining this group please contact the Practice Manager, Keleigh Atkin.

Out of Hours

Since April 2011 practices in Leicestershire have transferred the out-of-hours responsibility for care of their patients to Central Nottinghamshire Clinical Services (CNCS) a not-for-profit organisation established in January 2005 providing out-of-hours provision of clinical services. Should you require medical attention between 6.30pm and 8am Monday – Friday and all day Saturday and Sunday and over bank holiday's the telephone number is 0845 0450 411.

West Leicestershire GP Commissioning Consortium

In response to the political changes in healthcare our practice is now part of West Leicestershire GP Commissioning Consortium – a primary care led organisation that actively supports and commissions high quality care for our local population across North West Leicestershire, North & South Charnwood and Hinckley & Bosworth.