

# Patient Newsletter



**Summer 2011 Edition 4**

## Hugglescote Surgery

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

E: [hugglescotesurgery@gp-c82096.nhs.uk](mailto:hugglescotesurgery@gp-c82096.nhs.uk)  
W: [www.hugglescotesurgery.co.uk](http://www.hugglescotesurgery.co.uk)

## Happy Holiday's!

We hope that you are either getting ready for your holiday or have had a relaxing break. Like you, we will be making the best of what we hope will be great weather over the summer and in turn the majority of our staff will be taking their well earned annual leave. We appreciate your patience at this time should the GP or nurse of your choice be on holiday.

## Team news

Julie Wright, one of our Healthcare Assistants left the practice at the end of June. She was also working at Long Lane Surgery and has been given the opportunity to increase her hours there. We wish her well and have no doubt that she will make an appearance again should we need any cover. Nicola, our other Healthcare Assistant, has increased her hours.

Dr Dominic Greenyer will begin at the practice in August 2011 until the end of December 2011. This forms part of his specialist GP training since he qualified as a doctor. Whilst we are continuing our search for a replacement for Dr Shah we will be using the services of several locums. This is intended to be a temporary arrangement and expect that we should have more news on our recruitment of another salaried GP in the next edition of the newsletter.

We also wish to extend our apologies to those patients who were recently affected by a locum agency letting us down at the last minute. Sometimes GP absence is unforeseen and where possible we will do our best to replace the GP however if this can not be done we will be left with no alternative than to ask patients to rebook their appointment. The problems we experienced have been made more complicated by annual leave.

## Waiting Room

Some patients will have noticed that we have reorganised the layout of chairs in the waiting room. This was at the suggestion of our Patient Participation Group with the hope of creating a more relaxed setting and to make the area look less 'clinical'. We have mixed feedback about these changes from both staff and patients. One benefit is that the focus is no longer on our reception area which was always a concern regarding the confidentiality of patient information. We have also introduced music to the main waiting room to create a more relaxed atmosphere.

## Updating your contact details

All patients over the age of 18 years will have received a letter from the practice which included a copy of our first three newsletters, two health promotion information sheets on smoking and alcohol and a form to update your contact your details and other important information. We have been overwhelmed by your response and are very thankful for your time to complete and return this. We want to encourage more patients to complete this

information and return it to the practice at your earliest convenience. It is invaluable when we are trying to make contact with you in an emergency situation.

## **Prescriptions**

We would like to remind patients that we are unable to order medication over the telephone as it increases the risk of prescribing errors. There are a number of ways you can order your prescription, these are as follows:

1. Use the right hand side of your prescription to tick the medication you require. If the medication you want is not listed then write it on the bottom of the list and either put it in the brown box on the reception desk at the surgery, in the letterbox at the front of the surgery building or send by post (if you wish us to return the signed prescriptions to you by post then please include a stamped addressed envelope with your request).
2. Ask reception for a form to write a list of the medication you require and post in/to the places detailed in point 1.
3. Ask reception for a login and password for our online facility and you can place your order electronically.
4. Ask your pharmacy if they provide a service to order and collect your prescription on your behalf.

## **Fighting Flu Campaign 2011**

We have begun to plan our influenza (flu) and pneumococcal (pneumo) vaccination clinics for later this year. On Saturday 8<sup>th</sup> October 2011 we will be holding 2 open clinics (8.30am – 12pm and 1pm – 3.30pm) for all those patients who are eligible for immunisation. In addition to getting these vaccinations we are hoping that we will be able to offer blood pressure, cholesterol and blood sugar checks. There will also be information about smoking cessation and services available for those patients who either care for someone or who need a carer. We plan to have a display of all the medical equipment we have available for us to use during our consultations for your interest.

## **Patient Participation Group**

At the last meeting held in June 2011, we talked about a local patient survey. We would be very keen to seek the views and opinions of our practice population about the issues that are important to them. If you are keen in helping to put together the questions for this survey, please get in touch with the Practice Manager – Keleigh Atkin. The minutes of the meeting are available on our website and we continue to welcome any new members. The next meeting is on Thursday 11<sup>th</sup> August 2011 between 5.00 – 6.30pm at the surgery.

## **Amelia & Jade's Garden**

Many patients will already be aware that one of our nursing team, Jane, tragically lost her daughter in a car accident in January 2011. Jane's daughter Amelia and her friend Jade are missed by many friends and family and as a tribute to these girls a garden of remembrance is being planned and built in Battram where both girls grew up.

Money has been raised to fund the project by a sponsored walk, bag packing at Tesco's and Morrisons and a raffle. A landscape gardener has volunteered to help and has prepared some plans which are being displayed on the noticeboards at the surgery. There will be a wooden gazebo, raised flower beds, water feature and a noticeboard to leave messages. The fundraising team are taking a break over the summer but will still need lots of support as they continue to fundraise for this memorial.