

# Patient Newsletter



## Autumn 2011 Edition 5

# Hugglescote Surgery

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## Team news

We welcome two new members of the reception team Carole Jones and Sue Shotbolt who will replace Mandy Botfield and Emma Jacques who have recently left the practice.



Dr Dominic Greenyer's placement at the practice comes to an end at the beginning of December. Dr Rachel Bawden will then start at the practice for the following four months.



We are pleased to announce the return of Laura Cresswell, our Administration Supervisor, in November after the safe arrival of her son in February 2011.

We wish to extend our apologies to those patients who have been 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 cannot be done we will be left with no alternative than to ask patients to rebook their appointment. The problems we have experienced have been made more complicated by annual leave and sickness. We are however in the process of recruiting another salaried GP which will mean we no longer need to rely on locum cover. We hope that a new permanent doctor will start at the practice in the New Year.

## Heart Failure & Respiratory Specialist Nurses

We are pleased to welcome Jonathan Dexter and Karen Moore to the practice who are both Nurse Specialists. Jonathan specialises in Heart Failure and Karen in Respiratory conditions. They will be holding clinics at the practice on a monthly basis to review patients with these specific conditions and who require more detailed consultations than we are able to provide during our routine appointments.

## **Fighting Flu Campaign 2011**

We have now completed three influenza (flu) and pneumococcal (pneumo) vaccination clinics. On Saturday 4<sup>th</sup> October 2011 we held two open clinics for all those patients who were eligible for immunisation and we held another clinic on Wednesday 26<sup>th</sup> October 2011. During the Saturday clinics we were also able to offer blood pressure and blood sugar checks which were also very popular along with the refreshments we provided.

The Department of Health have set a target for practices to immunise 60% of their patients under 65 years of age in one of the 'At Risk' groups – for example Diabetes or Chronic Heart Disease and 75% of patients over the age of 65.

So far we have vaccinated 855 patients – 294 under 65 years (34%) and 561 over 65 years (58%). We have already nearly reached our total vaccinated last year however we want to reach our targets. Please contact the surgery if you have received a letter inviting you for immunisation and we will either book an appointment for you or record that you do not wish to receive the vaccine.

## **Training Practice**

As you may already be aware we are an accredited 'Training Practice'. This means that we are able to provide specialist training to qualified doctors who wish to study further to become a General Practitioner. Dr Gauhar is the nominated trainer however all the doctors at the practice help to supervise these trainees and provide them with necessary tutorials to ensure they are prepared for when they qualify as a GP. For the practice this means that Dr Gauhar and the organisation are visited on a regular basis to ensure that our systems are appropriate to ensure quality training and that we are providing good clinical care. Our next assessment is in December 2011.

## **Patient Participation Group (PPG)**

At the last meeting held in September 2011, we agreed the questions that have been used in our patient survey. This survey is available at the surgery or you can complete it online via our website [www.hugglescotesurgery.co.uk](http://www.hugglescotesurgery.co.uk). We are very keen to seek the views and opinions of our practice population.

The next PPG meeting is on Tuesday 22<sup>nd</sup> November 2011 between 5.00 – 6.30pm at the surgery where we will be discussing the results of the questionnaire. All registered patients are welcome to attend the meeting, please contact reception to confirm your attendance.