

Patient Newsletter

Spring 2023 – EDITION 23



Summary

Hugglescote Surgery would like to wish you all a Happy Easter. We hope you are enjoying the brighter weather and some time outdoors with a few April showers for good measure!

Team News

We have had more positive and exciting team changes. Let us introduce the new members of our team.

New GP Partner

We are very happy to announce that Dr Patel became a Clinical Partner at the practice in March. Dr Patel remained with us, after completing his GP training, as a Salaried GP in 2019, becoming a very knowledgeable and valued member of the practice team. We are confident Dr Patel will continue to share his wealth of ideas to help the practice's continued growth.



GPs and Advanced Practitioners

Welcome back to Dr Reynolds. She has returned after maternity leave, working 2 sessions per week.

GP Registrars (Qualified Doctors training to become General Practitioners)

Dr Kaylan Lad (m)

Dr Lad will be with us full time until August 2023.

Dr Clare Chantrill (f)

Dr Chantrill will be with us full time until August 2023.

Nursing Team

Lauren Barker (f)

Lauren will be joining us in April, working 2 days a week as a Practice Nurse. Lauren has been working locally as a Practice Nurse and will be a very welcome addition to the practice team.

Nikki Wildsmith is now enjoying her maternity leave, awaiting the arrival of twins! We know you will all join us in wishing Nikki well.

Reception Team

We are excited to announce the launch of our Medical Receptionist/Administrator trainee programme, in collaboration with Leicester, Leicestershire and Rutland training hub.

We have welcomed 5 new trainees - Ian, Darylle, Olivia, Lucy and Eden.

They are all participating in a 3-month full time training programme, with the anticipation to fill our own vacancies will be filled as well as providing other local surgeries with available, trained members of staff.

Ellie will be taking retirement after over 10 years with the practice. Ellie has been a familiar face for many years, she will be missed by staff and patients alike. We wish her all the best for a very happy retirement.

Recruitment

- Medical Administrator vacancy
We are seeking an experienced Medical Administrator/Secretary with knowledge of scanning and referrals. Up to 20 hours per week.
If you or anyone you know may be interested, please apply using the below link.
<https://uk.indeed.com/job/medical-administrator-901a8cb22bb61b68>
- Salaried GP vacancy
6-8 sessions per week
Advertised on NHS Jobs
<https://beta.jobs.nhs.uk/candidate/jobadvert/A2178-23-0000>

Practice news

- Our new phone system will be installed imminently, greatly improving patient and practice experience.
- We are in the process of installing a Speech Transfer System at the reception desk, making communication between reception staff and patients more efficient.
- We are pleased to announce that we have reinstated our online bookings through SystmOnline. You are now able to prebook a routine 'telephone' appointment up to 6 weeks in advance. Please ask a member of our reception team if you would like access to SystmOnline to use this service.

Zero Tolerance Policy

We would like to remind patients that we operate a zero-tolerance policy of abuse towards any member of the practice team. We ask that you treat all members of your healthcare team with respect to enable us to assist you appropriately. If we feel this policy is not adhered to then the practice will issue a first written warning. If there should be another instance of a similar nature within the proceeding 12 months, then it would result in a patient deduction, and you would be provided with details of other local practices to register with. We thank you for your support and cooperation.

Stress Awareness, 1st – 30th April

Stress Awareness Month takes place throughout the whole of April. This year, the Stress Management Society is promoting a 30-day challenge in which every day you do something to improve your physical, mental or emotional wellbeing. This challenge aims to reduce the overall stress that people may feel in their day-to-day lives and helps to teach techniques that reduce stress which you can use in your daily life after the challenge.

If you're feeling stressed, there are steps you can take to help yourself feel better. These can include techniques as simple as going for a walk, trying meditation, eating a little bit

healthier or spending time with friends and family. If you're finding stress unmanageable, then it's important to speak to your GP.

<https://www.stress.org.uk/national-stress-awareness-month/>

<https://www.nhs.uk/mental-health/feelings-symptoms-behaviours/feelings-and-symptoms/stress/>

Testicular Cancer Awareness Month, 1st – 30th April

It's important to check for testicular cancer regularly and to be aware of any changes. It's important to check your testicles for size, weight and any new lumps that might appear. If you're concerned about testicular cancer or know someone who has been diagnosed with the condition, you can find out more at the Testicular Cancer UK website.

You should see a doctor if you notice any pain, heaviness or other changes that you know aren't normal.

If you're concerned that you may have symptoms of testicular cancer, making an appointment with your GP practice is vitally important.

<https://www.nhs.uk/conditions/testicular-cancer/>

<https://www.testicularcanceruk.com>

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