

# Patient Newsletter

## Jan - Mar 2024

### STAFF UPDATES

#### HELLOS

So far this year we've had the pleasure of welcoming several new members to the Hugglescote Surgery team! Reception have been joined by **Jo P**, and the Additional Roles Team have been joined by **Khabeer** (Physiotherapist) and **Rebecca** (Paramedic). We've also said a temporary goodbye to **Lottie** (Mental Health Facilitator) as she heads off on maternity leave (best wishes Lottie!).

We were also delighted to welcome back **Nikki** to the Nurse Team in February following the birth of her twin girls in April last year!

#### GOODBYES

In January we bid farewell to Pharmacist **Dina** who has moved to manage the pharmacist team at Long Lane Surgery. We also said goodbye to Receptionist **Liv S**. We wish both Dina and Liv all the best in their new roles.

### PHARMACY FIRST

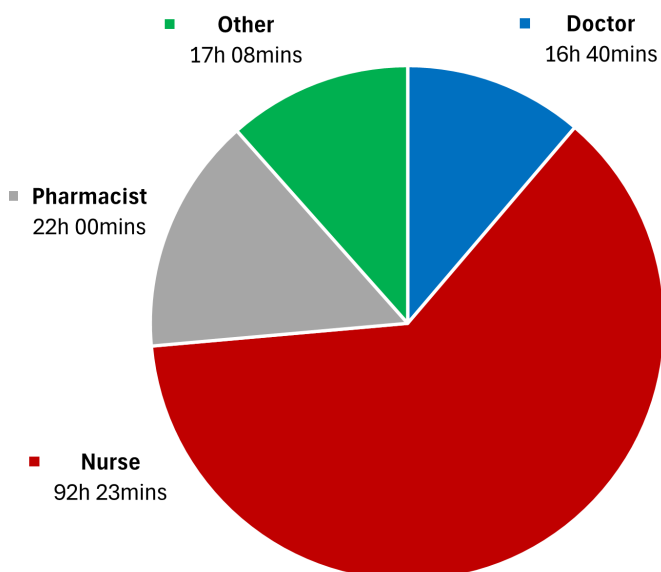
From 31st January 2024, pharmacies have been offering treatment (including prescription medicines) for some conditions without having to see a GP first under a scheme called Pharmacy First. Pharmacists can treat:

- earache (*aged 1 to 17 years*)
- impetigo (*aged 1 year and over*)
- infected insect bites (*aged 1 year and over*)
- shingles (*aged 18 years and over*)
- sinusitis (*aged 12 years and over*)
- sore throat (*aged 5 years and over*)
- urinary tract infections or UTIs (*women aged 16 to 64 years*)

If you are not within these age ranges, a pharmacist can still offer advice, but you may need to see a GP for treatment.

Find out more: [nhs.uk/thinkpharmacyfirst](https://nhs.uk/thinkpharmacyfirst)

### ATTENDANCE



#### Jan - Mar 2024

#### 148 Hours Wasted

In the months January to March 2024, Hugglescote Surgery offered 17,377 appointments to patients. Unfortunately 558 of these were DNAs (Did Not Attend - where a patient misses their appointment without notifying us). This equates to **148 hours and 11 minutes** of clinical time that could have been used to diagnose other patients.

**Please tell Reception if you can't keep your appointment.**