

Hucclecote Surgery

☎: 01452 617295 ✉ : hucclecotesurgery@nhs.net

Dr Paul Hodges & Partners

Apr – Jun 2016

*The surgery is open Monday – Friday 8.00am to 6.00pm for pre-booked appointments only.
Please remember that we are not a walk in centre.*

Test Results

Please remember it is your responsibility to telephone the surgery to obtain all test results. Results are available after 2.30pm daily by phoning 01452 617295 option 2. The test result line is only staffed between 2.30pm to 6.00pm.

Change of Personal Details

Please remember to update the surgery with any changes to your personal circumstances for example, contact numbers, address, change of name etc.

Sharing Information...

From time to time we do need to share data on patients with other organisations for example Gloucester Royal Hospital; this helps in providing the most effective care and treatment. Please check with Reception when you are next in the surgery to ensure you have consented to the sharing of your information.

Improving the way we share information means better care for you.

NHS England are writing to all patients to explain further – if you wish to opt out you will need to return the form which is enclosed with their letter.

The Partners of the Hucclecote Surgery sincerely apologise for the delay in waiting times for routine appointments. We are looking at ways to improve this and your co-operation and patience is appreciated.

PLEASE remember to cancel appointments if you no longer require them – someone else could use it instead!

January – March 2016 we had 281 appointments that patients did not attend – this equates to 3,710 minutes!

Help us to help you!

Meet our new registrar...

Dr Ginny Head

Ginny is currently in her second year of GP training, after working for five years in hospitals; most recently at Gloucester Royal & Cheltenham General.

She graduated in 2011 from Oxford University.

Outside of work she enjoys training for triathlons and travelling.

She is enjoying her time at Hucclecote as she has received a lovely warm welcome from patients and is looking forward to meeting many more.

Over the past few months the staff at the surgery have witnessed a rise in abusive patients.

Please note we operate a zero tolerance policy towards any kind of physical or verbal abusive.

The Police will be contacted in all incidents that involve abusive behaviour.

You may also be removed as a patient from the surgery.



Pharmacy First

The right place for advice and treatment on a range of minor ailments

Suffering from a minor ailment? If the answer is yes, visit your pharmacy first.

Pharmacy First Minor Ailments is a service being offered by Community Pharmacies. It means that you can get advice and NHS funded medicines for common, less serious illnesses from a community pharmacist, without having to make an appointment with your GP to obtain a prescription or visit a hospital.

If you do not normally pay for NHS prescriptions, any medicines supplied to you under the Pharmacy First scheme will be free. And if you do usually pay for your prescriptions, the cost of the medicine should be much less than the current prescription charge.

Your pharmacist is a qualified health care professional who can help with your health problems. Anything you discuss will be confidential and they will offer a private space to discuss your symptoms.

Common minor ailments:

❖ Colds, flu-like symptoms or nasal congestion	❖ Head lice
❖ Acute pain, earache, headache or temperature	❖ Haemorrhoids
❖ Diarrhoea	❖ Heartburn or indigestion
❖ Sore throat	❖ Infant colic
❖ Cough	❖ Mouth ulcers
❖ Cold sores	❖ Nappy rash
❖ Athlete's foot	❖ Oral thrush
❖ Conjunctivitis	❖ Scabies
❖ Constipation	❖ Sprains & strains
❖ Cystitis	❖ Teething
❖ Dermatitis, dry skin or an allergic type skin rash	❖ Threadworms
❖ Head lice	❖ Vaginal thrush
	❖ Bites & stings
	❖ Hayfever

If your symptoms persist, seek further advice from your pharmacist or GP.

REPEAT PRESCRIPTIONS

We do require 48 hours to process repeat requests – please leave your request in one of the red post boxes (in the foyer or outside the front door)

DURING MARCH 2016
we issued **3,242**
prescriptions

Please help the team by ensuring your correct details are noted on all requests – thank you.

Easy way to order repeat prescriptions without leaving the comfort of your home.....

Sign up to our online services by bringing one form of ID into reception, you will then be issued with a unique user name and password, so that the next time you need to order your repeat prescriptions it will be as easy as ABC!

You can also book appointments online ☺

Nominate a pharmacy: repeat prescriptions will be sent electronically and direct to the pharmacy of your choice, which means only one journey to collect and normally is more time efficient.

Visit reception and sign up today.

NB: WE CANNOT ISSUE REPEAT PRESCRIPTIONS OVER THE TELEPHONE