

Hucclecote Surgery



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Dr Paul Hodges & Partners

Dec 2018

Polite Important Reminders

PRESCRIPTIONS:

Please remember that it is the patient's responsibility to order their repeat medications (some Chemists will do this for you but this arrangement is between the patient and the chemist and the surgery has no involvement).

To order repeat prescriptions:

- Telephone the Prescribing Ordering Line (POL) on 0300 421 1215 or 01452 617295 option 1.
- Sign up to on-line services by bringing photographic identification in to reception.
- Use the repeat template issued with previous prescriptions and post in the red post box in the foyer.
- Write a note with your name, date of birth, address and medication details and then post in the red post box in the foyer.
- We do have a secure external red post box situated by the front door for when the surgery is closed. This is only for repeat prescription requests.

Please remember to give at least 48 working hours when ordering prescriptions and remember to order your December prescriptions a little bit earlier to help with the higher demand.

APPOINTMENTS:

We apologise for the current waiting times for a routine appointment, this is down to very high demand during winter months. We are offering extra weekend GP & nurse appointments to help with this. Please remember that urgent on the day medical problems can be dealt with by our on-call GP.

We do not offer a 'walk in service' (this includes minor injuries). If a patient feels that they need urgent medical attention they should phone and ask to be put on the triage list for the on-call GP. They will receive a call back and will be offered an appropriate appointment for their needs. Anyone who presents at the surgery will be asked to return home and wait for the on-call GP to phone them. Of course if it's a life threatening emergency you should always dial 999.

Please remember GP appointments are limited to 10 minutes so to get the best out of your visit:

- Take notes to remind you.
- Discuss important things first & stick to the point.
- Many problems –book a double appointment.

Thank you

Due to the generosity of the patients and staff the surgery raised £475.00 at the recent flu clinics - donated to Maggie's Cancer, Cheltenham

<https://www.maggiescentres.org/our-centres/maggies-cheltenham/>

New Diabetic Nurse

Unfortunately after 2 years of service Nicola our Diabetic Nurse is moving on to pastures new.

But I am pleased to announce that Julie will be joining the team in mid-December

Julie is a very experienced nurse and joins us from the Pavilion Medical Centre; she has a wealth of nursing experience both in the treatment room and also in diabetes.

Test Results

It is the responsibility of the patient to ensure they contact the surgery to obtain test results.

Results are available daily (prob best after 10.00am)

by dialling

01452 617295 option 2





Gloucestershire Fire and Rescue Service

FREE SAFE AND WELL CHECKS – Gloucestershire Fire & Rescue Service will complete a thorough safety check of your property, covering a number of topics, making you as safe as possible.

More details: Freephone 0800 180 4140 or visit: www.glosfire.gov.uk



<http://www.parkrun.org.uk/gloucestercity/>

Hucclecote Surgery has become a Parkrun practice. This is a Royal College of General Practitioner initiative to get people moving more, staff and patients alike. As a Parkrun practice we actively encourage people, staff and patients, to become involved with Parkrun. We are teamed with Gloucester City Parkrun which is in Gloucester City Park, meeting at the bandstand every Saturday at 9am.

The main aim is to move more, and have fun moving more. You can run, walk or volunteer and support others who are running or walking. Or simply come along to see what is going on.

As a country we are pretty inactive and it is affecting our health. Simply by moving more; even ten minutes a week where we feel slightly warm, can improve things. Moving more helps prevent and treat lots of conditions, such as heart disease, diabetes, cancer, and Alzheimer's disease. The ideal is to have 150 minutes a week where we feel slightly warm or breathing faster. It should feel comfortable. Anything you do helps and the greatest gain is from doing not much to doing a few minutes a week.

Our patient advisers would be pleased to give you further information or speak to the GP if you think there are ways you would like to improve your health but have questions about what is right.



PPG NEWS...

A third Community Defibrillator for Hucclecote

Thanks to funding raised by the Hucclecote Townswomen's Guild, the Patients' Participation Group have been able to work with the South Western Ambulance Service to provide a third defibrillator accessible for community use 24 hours a day.

This follows defibrillators already in place at Lloyds Pharmacy and Dinglewell School. These life saving devices can be used in an emergency in treating a victim of cardiac arrest. Modern devices lead anyone using it through the process with recorded verbal instructions making it easy to use, even in a stressful situation.

The surgery will be closed for the Christmas holidays:
Tues 25th December
Weds 26th December
Tues 1st January

Normal out of hour's service will apply (dial 111).

Normal hours will apply to all other dates in December & January.

NB: we are closed for staff training 3rd Wednesday of every month.

*The Partners & staff at Hucclecote Surgery
would like to wish their patients
a very Merry Christmas and a Happy & Healthy New Year*

IMPORTANT

Please ensure that you tell us if you change your address, telephone numbers or email.