

# Hucclecote Surgery

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Dr Paul Hodges & Partners

Jan – Mar 2016

*The Partners and staff of Hucclecote Surgery would like to wish all our patients a  
**Very happy & prosperous New Year***

## *A day in the life of a GP's Receptionist.....*

Well a 'normal' day does not exist as every day is different, but the reception team start at 7.30am when urgent administrative work from the evening before is looked at and prioritised. At 8.00am the telephone lines become active and during morning surgery we have a flurry of calls ranging from emergency appointment requests, travel information, child immunisation, hospital queries, referrals, visits etc. In between calls the reception team action repeat prescription requests, and administrative tasks delegated by the GP's (which can be anything from test results, updating records, updating clinics, hospital correspondence etc). Oh and then the post arrives which needs to be date stamped and distributed to the correct person (on a normal day we receive on average 100 items!). In between this we look at any miscellaneous emails that have been received. Now it is about 10.30am so the kettle does go on for a much needed cuppa! The work is constant throughout the day, we work with an electronic in-tray so work is constantly flying through cyber space. The team finish at 6.30pm (later if we are offering extended hours), we can honestly say the role of a GP Receptionist is never dull!

## **Thank you**

Due to the generosity of the patients and staff the surgery raised £64.46 - donated to:



**There is still time to book in for Flu & Shingle vaccinations – shingle clinics are running on 10 February & 8 March**

(Shingles can result in nerve damage pain if complications arise, so we recommend being vaccinated – NB the Government has set an age criteria).

## **Child Flu**

All children aged 2, 3, 4, 5 & 6 are being encouraged to be vaccinated against the flu.

**Contact Reception for an appointment.**

## **Appointments**

We apologise for the time it is taking to get a routine appointment – with effect from January the surgery will be offering 22 additional appointments per week plus extra on a Saturday morning to cope with Winter Pressures.

## **PLEASE REMEMBER**

to always cancel appointments: during 2015 a staggering 1,943 appointments were not cancelled and patients did not attend = 532 hours. **these appointments could have been made available to other patients and help lower waiting times!**

Jo's cervical cancer trust

**Cervical cancer can be prevented.**

24-30 January 2016  
Cervical Cancer Prevention Week  
#CCPW

The focus of Cervical Cancer Prevention Week (CCPW) is on all things to do with cervical cancer including information about symptoms and causes of the disease and ways to prevent it.

Every day in the UK 8 women are diagnosed with cervical cancer and 3 women will lose their lives to the disease. Cervical cancer is largely preventable thanks to cervical screening and the HPV vaccination programme. However uptake of cervical screening is now going down year on year. Early detection is also key in increasing survival rates and so educating everyone on the disease, its symptoms and ways to prevent it is key.

Posters and leaflets will be displayed in the surgery during January.

For more info visit: <http://www.jostrust.org.uk/about-us>

## Improving and Protecting Health: Self-care - Guidance for Patients

Many of us will have a cold, sore throat or other minor illness at some point during the winter and some of us will have flu. The most common winter illnesses will usually get better without the need to see a doctor.

Here are some tips to help you keep well and self-care through the winter months:

- 1. Treat yourself at home:** Colds, flu and most sore throats do not need antibiotics and you can treat your symptoms at home. Make sure you get lots of rest, drink plenty of water and take pain relief, such as paracetamol or ibuprofen, if you need them.
- 2. Order repeat prescriptions and book your flu jab in good time:** If you take regular medication make sure you order your repeat prescriptions from your GP surgery in good time. And if you're eligible for a flu jab - it is available free from your GP if you are over 65, pregnant or have a long-term condition such as heart failure, diabetes or respiratory disease.
- 3. Speak to your pharmacist:** Your local pharmacist can recognise many common health complaints. They can give advice or, where appropriate, medicines to help you manage the symptoms. If your problem is more serious or you need medical advice, your pharmacist will advise you to contact your GP.

You can also ask your pharmacist what over the counter remedies to keep in your medicine cabinet at home to help get you and your family through the winter months.

- 4. Check online for information and advice:** There is lots of information on the NHS websites about how to keep well, check your symptoms or use self-care to stay healthy and treat common winter illnesses such as colds, sore throats and flu.

Visit NHS England: <http://www.nhs.uk/pages/home.aspx>

You can also get advice on how to self-care, including leaflets to help you manage the most common ailments from the Self Care Forum website: <http://www.selfcareforum.org/>

**PRESCRIPTION REQUESTS CANNOT BE TAKEN OVER THE TELEPHONE**



The surgery will be closed on

Friday 25 March  
&  
Monday 28 March  
for the  
Easter holidays.

Normal out of hours service will apply.

### 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.**

**Meet the team:** (photos will be available shortly in Reception so that faces can be placed with names)

Partners:	Dr Paul Hodges, Dr Rachael Bunnett, Dr James Lambert, Dr Laura Halden, Dr Emily Adams
GP:	Dr Christine Haseler Registrar: Dr Tom Martin
Practice Manager:	Emma Jones Deputy: Vici Brown
Nurses:	Zena Lambert, Lisa White, Jo Robinson
HCA's:	Julie Griffin, Lisa Crick, Zoe Hodges
Secretaries:	Claire Reynolds, Susan Watson
Receptionist/Admin:	Shirley MacPherson, Ali Mills, Sarah Berry, Suzanne Driver, Paula Gwilliam, Paula Goodman, Julie Jaloszynski, Kate McCarney, Kim White