



Hucclecote Surgery

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Dr Paul Hodges & Partners

Jan – Mar 2018

The Way Forward...

NHS England wants every practice in England to be part of a 'place-based local care network' of around four or five practices, that will bring together communities of GPs, physicians, nurses, pharmacists, therapists and social care workers to deliver a single health and care system for neighbourhoods of typically 30,000 -50,000.

Hucclecote alongside Brockworth Surgery and The Gloucester Health Access Centre (GHAC) have joined together to form a cluster group –South East Gloucester Group (SEGG).

The aim of SEGG is to provide collaborative working to promote and retain high-quality general practice and to develop working with primary and community care partners within health and social care sectors.

So far the cluster has worked on:

- **Resilience:** where we looked at back-office administrative functions to streamline and promote best practice between surgeries. Staff training to ensure the team have the right skills.
- **Community Frailty Nurse:** we have employed Emma our Frailty Nurse, who will work with other healthcare professionals to enable frail patients to live independently in their homes with the correct level of support.
- **Improved Access:** SEGG is taking part in a project aimed towards improving access to GP appointments. This involves providing additional GP appointments outside of core hours. The three surgeries (on a rota basis) will be providing GP appointments from 6.30pm to 8.00pm Monday to Friday and on a Saturday from 8.00am to 12.30pm. So this means patients from Brockworth, Hucclecote or GHAC can attend these pre-bookable appointments, which can be booked via reception. When booking you will be asked if you are happy for your records to be shared with staff from the other surgeries. All staff are bound by the NHS Confidentiality rules. If you do not consent, then you will not be able to be offered one of these appointments. Further details are available on our website: www.hucclecotesurgery.co.uk

Flu Vaccinations

We still have some flu vaccinations available, so if you are in one of the following criteria, please book your flu jab today via reception:

Pregnant, Over 65, Diabetes, BMI > 40, Carer, or have a long term condition of the lungs, heart, brain/nervous system, kidneys, liver, immune system or spleen

The surgery will be closed for the Easter break:

Friday 30 March 2018
Monday 2 April 2018

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



POLITE REMINDERS:

- **Test results:** We endeavour to contact patients if test results require a follow up, but please remember to always phone the surgery to check that everything is okay! Always allow at least 1 week for the results to reach the surgery. Test results are available daily from 9.00am to 5.00pm.
- **Repeat prescriptions:** It is the patients' responsibility to order repeat prescriptions in advance of running out of medication. Repeat prescriptions can be ordered via:
 - Prescription ordering Line: 0300 421 1215 daily between 9.00am to 5.00pm.
 - On-line: if you are interested in signing up as an on-line user, please bring current photographic identification to reception.
 - Paper: drop your written request in to the external red box or the red box in the foyer area.
- **Patient confidentiality:** When visiting Reception, please be aware of others privacy and only approach the desk when asked to do so.
- **Zero tolerance:** We operate a zero tolerance approach to physical or verbal violence towards any member of staff, patients or surgery premises. The Police will be called for all incidents relating to any form of aggression, and the surgery has the right to remove any patient from our surgery list who acts in this manner.
- **Car parking:** Unfortunately we do not have space for patient parking (apart from 4 disabled spaces at the front of the building, these are reserved for blue badge holders only), please be considerate of the surgery neighbours when parking in adjacent roads/local area.

Patient Participation Group (PPG) News:

The PPG is working in partnership with other professional agencies to organise a community event on:

How to stay Safe & Independent...

Date: Thursday 26th April Time: 12.30pm to 3.30pm
Where: Hucclecote Community Centre (main hall)

Pop along and find out from the professional's how to stay safe and independent at home, whilst finding out what the PPG does, and meeting Emma B (Community Frailty Nurse) and Emma J (Practice Manager).

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

This training is vital to ensure staff keep abreast of the ever changing environment.

**Visit our
facebook page**

<https://www.facebook.com/Hucclecotesurgery/>

We aim to provide up-to-date information, surgery news and signpost to useful information.

Appointment Reminders – Text Messages

Reminders are now sent a week before your appointment and 24 hours before. If you are unable to attend please follow the instructions in the text message, which automatically cancels your appointment and allows another patient to use it.

PLEASE remember to update Reception if your mobile number has changed.

We would encourage all patients to register a mobile number, as we now have a fantastic tool to communicate via text message to all patients.

We will be communicating health promotions & other useful information via this resource.