

Hucclecote Surgery

☎: 01452 617295 ✉ : hucclecotesurgery@nhs.net

Dr Paul Hodges & Partners

March – May 2017



Your GP Surgery
needs you!

GP Forward View

Many of you are probably aware that over the next 5 years General Practice will be facing lots of challenges and changes. To make this successful we really do need your help and support.

As patients there are lots of ways that you can help us to help you:

- 1. ELECTRONIC PRESCRIPTION SERVICE:** By consenting to have prescriptions sent direct to a chemist of your choice saves valuable time for a GP, it is also a more cost effective way and safeguards both the GP & patient.
- 2. ONLINE:** By signing up to Patient Online system, you will be able to book appointments, order prescriptions and shortly have access to an A-Z directory to see if you need to contact the surgery for minor acute medical problems. This guide is also available from the NHS Choices website:
<http://www.nhs.uk/Conditions/Pages/hub.aspx>
- 3. PHARMACY FIRST:** Most common problems e.g. sore throats cannot be treated by a GP, but instead following self-management advice from the NHS Choices website above can be beneficially to patients and GPs. Chemists are an excellent source for common medical problems; many have their own consulting rooms so that all information can be kept confidential.
- 4. RECEPTION ROLES:** Our receptionists (Patient Adviser's) are being trained in 'ACTIVE SIGNPOSTING'. This means that they will be asking questions to ensure you are directed to the most appropriate healthcare professional or resource. All staff are bound by the NHS rules of confidentiality.
- 5. PRESCRIPTIONS:** Please remember that for us to action prescriptions takes time, on average we receive 260 scripts a day. Please allow at least 48 working hours for scripts to be actioned.
- 6. GLOUCESTER ASAP:** <http://www.asapglos.nhs.uk/> Not sure where to turn to? - this is a great website for advice.
- 7. CHOICE +:** All Gloucester city practices now have the ability to remotely book patients into other surgeries. This is an excellent resource which we can arrange appointments for minor, common medical problems. We can normally allocate appointments the same day.

Dr R Bunnett

At the end of April we will be saying good-bye to Dr Bunnett. Dr Bunnett has decided to leave the world of general practice for personal reasons but she will continue to work with other healthcare organisations.

We will be replacing Dr Bunnett with Dr V Head. Ginny will be joining the team mid-August when she completes her registrar placements. Some of you may remember Ginny, as she completed her 6 month ST2 training with us from August 2015 to February 2016.

We are also busily recruiting for another Partner/GP so please watch this space!

NEW COMMUNITY FRAILTY NURSE

We are pleased to announce that we have secured on-going funding to source a Community Frailty Nurse. This new role will be shared between our cluster group and will be working with frail patients.

Leann Huntley started on Monday 27 February 2017 and will shortly start to visit some of our patients. The aim of Leann's role is to help our more frail patients remain well.

Test Results

It is the responsibility of the patient to ensure they contact the surgery to obtain test results. Results are available from 9.00am to 2.30pm daily by dialling 01452 617295 option 2



*(South East Gloucester Group incorporating Brockworth, Hucclecote & GHAC surgeries)
Working together to improve primary care*

Cluster working is being encouraged so that GP surgeries work more collaboratively and changes can be implemented smoothly. Our cluster includes Brockworth and Gloucester Health Access Centre and is called SEGG.

Already the cluster has received funding for a new Community Frailty Nurse. If we had not joined the cluster we would not have received this funding and we feel that this is an important new role that will see smarter ways of working for some of our more frail patients. It will also, reduce some of the existing GP pressures.

Currently the cluster is working on securing funding for:

- **Clinical Pharmacist:** This will mean we will employ a Pharmacist who will be invaluable to the surgery with regards to medicine reviews etc;
- **Active signpost & clinical correspondence training for administrative staff:** This will enable the team to work smarter with productive workflows and ensuring first-class patient care with patients being directed to the appropriate healthcare profession effectively;
- **Resilience programme:** The aim is to deliver a menu of support that will help practices to become more sustainable and resilient, better placed to tackle the challenges they face now and into the future, and securing continuing high quality care for patients.

NEW BUILDING RUMOURS

To meet future demands, unfortunately the surgery will need to move. We are already at capacity with regards to space and daily hot desking is not a rare thing now at the surgery!

We are planning to build a new surgery with Brockworth Surgery so that we can offer new services with up-to-date resources. At the present time we have not secured any land and are at the initial stages of consultation with Land Agents, Borough Council and NHSE. We will update our patients once we know any more news.



The surgery will be closed for the Easter break:

Friday 14 April 2017
Monday 17 April 2017

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

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

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

PATIENT PARTICIPATION GROUP (PPG)

The PPG meets bi-monthly and are a committee of patients who discuss current issues. We hold annual official elections annually and I am pleased to announce the new officials for 2017 are:

Mr David Brown	Chair person
Miss Christine Bowyer	Vice Chair
Mrs Janet Wilce	Secretary/Treasurer

If you wish to contact the PPG, their email address is:

hucclecoteppg@outlook.com

The next PPG meeting is on Monday 27 March 2017.

THANK YOU

The Partners of the surgery would like to say a very big thank you to the outgoing Chair Mr Allan Murgatroyd and Vice Chair Mrs Margaret Purdy for all their hard work and support for the many years they have been on the committee.

Recently, both were fundamental in raising funds for the defibrillator outside Lloyds Pharmacy