

Hucclecote Surgery

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Dr Paul Hodges & Partners

Oct - Dec 2017

PLEASE HELP US TO HELP YOU!

Primary care is facing lots of new challenges and changes in the near and long-term future, there are ways our patients can help to ensure the smooth transaction of new ways of working to be implemented:

- ✓ Patient Advisors (Receptionists) have now been trained in 'active signposting' to help direct patients to the right healthcare professional in the first instance. You do not need to see a GP for every medical condition/concern. Changes have been introduced to ensure new ways of working to streamline and help ease pressures on primary care, for example paramedics employed by primary care to carry out home visits etc.
- ✓ Patient Advisors will need to ask questions to ensure they are offering the correct level of customer care. All staff at the practice have signed the NHS rules of confidentiality and have access to patient records. We are not trying to be difficult but we do need to know some details in order for us to help you!
- ✓ Sometimes we need to say sorry as we cannot fit you into a certain clinic. There are only so many appointments we can offer per day to ensure best practice. Please respect staff when they are trying to assist you and signpost a different route. We will always endeavour to work with you to find the best solution.

When booking or coming in for an appointment, please think about:

- ✓ Ask yourself – how urgent is my problem? Do I need to be seen urgently today? Is there an alternative source?
- ✓ If a healthcare professional is running late – is it because they are spending necessary time with a patient? One day you may appreciate them running late to help you! Also, remember one appointment = one problem, if you have lots to discuss please explain when booking the appointment, so that the correct time can be allocated.
- ✓ Before coming to the appointment – work out what is really wrong with you, make short notes to explain your symptoms.
- ✓ During the appointment – get to the point, do not save important issues until the end.
- ✓ Wear accessible clothing – in case you need an examination. Every second counts!
- ✓ At the end of the consultation – make sure you understand what has been agreed and what is happening next.
- ✓ Please remember to cancel your appointment if no longer needed. Each wasted appointments cost the NHS on average £25.00!

STAFF NEWS

We welcomed Dr Barbara Williams this month to the practice. Dr Williams will be working Wednesday & Thursday's, she has a wealth of primary care experience.

We also welcome Sue Stacey and Stacey Pyzer to the administration team, both will be a great asset to the team.

MOVING RUMOURS!

We are looking at moving the surgery to enable us to offer a better service to all patients.

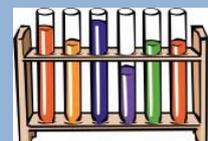
As many of you will know we have now expanded the current site to its maximum capacity and to enable the surgery to move forward we do need more space.

Five possible sites have been identified but we are in the very early stages of negotiations with all concerned.

More news will follow once there is something to report.

Test Results

It is the responsibility of the patient to ensure they contact the surgery to obtain test results. Results are available daily.



FLU VACCINATION: If you meet the criteria for a free NHS flu vaccination, please remember to book in with reception.

CHILD FLU VACCINATION: This year the practice is only able to give to children aged 2 or 3 years of age (as at 31 August 2017) their nasal flu. The School Nurse Team are visiting all schools to carry out nasal flu's for children in Reception to Year 4. If your child is absent and misses the clinic at school please telephone 0300 421 8140 to book an appointment with one of the catch up sessions. We are unable to offer children in the age group of Reception to Year 4 this, unless they meet the chronic criteria.

Thank you to everyone who contributed to our collection for Maggie's on our first flu clinic session, we raised £503.00 – well done 😊

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

Patient Participation Group (PPG) is organising a patient awareness event to showcase all the multi-disciplinary teams that can help/assist independent living. For these events to be beneficial we do require the support of our patients and the local community. Further details will follow but it is likely to be in March 2018 and held during the day at the Hucclecote community Centre.

The PPG is happy to talk to any patient regarding any ideas, concerns, feedback for the continued smooth running of the practice, to contact the Chair (David Brown) please email on:

hucclecoteppg@outlook.com

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.

The Partner and staff would like to wish you all a very merry Christmas. The practice will be closed on 25th, 26th December 2017 and 1st January 2018. Out of Hours arrangements have been arranged and if you need to contact a healthcare professional in this time please dial 111.



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.

Visit our new facebook page

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

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