



HUCCLECOTE SURGERY

QUARTER 1 - 2024/25

PATIENT NEWSLETTER

STAFF NEWS

- *Dr Head will be commencing maternity leave on 19th April for 12 months. Dr Rhys Martin will be joining the practice on a 12 month contract wef 30th April to cover this maternity leave. Dr Martin will be working Tuesdays, Thursdays & Fridays.*
- *Dr Casey is returning from maternity leave on 14th May and will be working Tuesdays, Wednesday AMs & Fridays.*
- *We welcome Dawn as a new Patient Advisor (Receptionist) and a new Midwife Angela Evans.*

😊 *We are fully staffed in all teams within the surgery* 😊

NEW SURGERY DEVELOPMENT

Over the years, there has been much talk about a new surgery site. As you all know our current site is very out-of-date and is currently 50% less space than it should be.

We are currently in negotiations with Gloucestershire Integrated Care Board and Gloucestershire County Council with regards to a new surgery being built on the old Jordans Brook site in North Upton Lane. This is still in the early stages, but early indications shows that we may be based at the new site early 2026/Spring 2026.

Once we have planning, drawings etc we will be holding patient engagement events. More info will follow.



Other News

📞 NEW TELEPHONE SYSTEM GOING LIVE ON THURSDAY 18th APRIL 2024

What does this mean to patients? Hopefully there will no disruption to the telephone lines, but it will introduce a 'patient call back system', so patients will no longer have to queue to contact reception. The system will automatically contact you when your place in the queue becomes number 1 (this will be for any patient who is longer than number 10 in the queue).

It will also introduce call recordings and more management information data for us to monitor call lengths, waiting times etc

WHY DO WE ASK PATIENTS TO BOOK APPOINTMENTS AT CERTAIN TIMES?

We ask patients to call at different times during the day so that we can manage telephone traffic. We employ 4-5 Patient Advisors at any one time, whose responsibilities include covering the front desk, answering telephone calls, processing prescription requests and other admin work. Due to funding we are unable to increase staffing numbers at the present time, so if we did not manage telephone traffic in this way, the queue time would increase. We also, embargo our routine appointments to 10 days, this again is to manage appointment waiting times. We have in the past embargoed our appointments to 6 weeks / 4 weeks and these appointments were always fully booked. Unfortunately demand outweighs supply even though we are fully staffed!



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WAYS TO CONTACT THE SURGERY

8.00am to 6.30pm Monday to Friday

☎ 01452 617295



hucclecotesurgery@nhs.net

🌐 www.hucclecotesurgery.co.uk Or in person

We request patients contact us at the following times for GP appointments:

- 8.00am to 11.30am Urgent medical issues & home visit requests
for housebound patients
- 11.00am to 1.00pm Test results
(Tuesday to Friday)
- 2.00pm to 6.00pm To book routine GP appointments
- 8.00am to 4.00pm Urine/stool samples to be dropped off at reception desk

Please be aware prescription requests cannot be taken over the telephone.

The surgery is closed on Bank Holiday's:

Monday 6th May
Monday 27th May
Monday 26th August
Wednesday 25th December
Thursday 26th December



Please note the surgery is closed every 3rd Wednesday afternoon of the month for important staff training.

So we are closed on:

- 17th April from 1.00pm
- 15th May from 1.00pm
- 19th June from 1.00pm
- 17th July from 1.00pm
- 21st August from 1.00pm
- 18th September from 1.00pm
- 16th October from 1.00pm
- 20th November from 1.00pm
- 18th December from 1.00pm

RIGHT CARE FIRST TIME

Did you know?

You do not always need to see a GP for your healthcare needs. At Hucclecote we have a diverse team of skilled professionals who play vital roles in patient care. For example, this could be a Pharmacist, Care Co-ordinator, Social Prescriber, Physiotherapist, Frailty Nurse, Mental Health Nurse, Health & Wellbeing Coach etc. They are trained to assess, diagnose, and treat a wide range of health issues, providing timely and effective care.

Please watch: [Right Care First Time #RightCareFirstTime \(youtube.com\)](https://www.youtube.com/watch?v=RightCareFirstTime)

Learn more about how General Practice is expanding their workforce: [NHS England » Expanding our workforce](https://www.nhs.uk/news/2019/07/19-expanding-our-workforce)

Come and join the surgery Walk & Talk on the 1st & 3rd Wednesday of each month.

Starts @9.45am – meeting outside St Lawrence C of E church, 32 Church Lane, Barnwood, GL4 3JB
All very welcome to join in a gentle stroll through the arboretum, then a coffee afterwards at the church coffee shop.

Free parking, no need to book, just turn up.
Looking forward to seeing you there!