

Hickings Lane Medical Centre Newsletter

Summer 2015

This newsletter has been produced by the Patient Participation Group (PPG) and staff which is aimed to update you on current news at your surgery.

RECEPTIONIST

Unfortunately we have had a couple of unpleasant incidents lately where patients have been abusive towards our reception staff. We have a zero tolerance approach to violence and verbal abuse. Please remember the reception staff are only carrying out the Doctors instructions and while we accept you be distressed or in pain, we would ask you do not abuse the staff. If you have a problem please speak with the Practice Manager Tracey Colman to try and resolve the problem rather than being abusive to reception staff who work very hard at this practice.

ONLINE

Did you know you can book your appointments online as well as order your repeat medication. You can do both of these from the comfort of your home. To register for this service come into the surgery with two forms of ID (one with photo and one with proof of address) and we will give you the details to set yourself up. You can use your PC, tablet or a smartphone to access the service

ANTIBIOTICS

It is government policy to try and reduce the amount of antibiotics we prescribe due to increase of resistance. Each time an antibiotic is used there is an increased chance of resistance developing which is leading to antibiotics being less effective at fighting infections.

What can I expect from my doctor?

No prescription: Your doctor may feel that your infection is viral and will clear over time on its own.

Delayed Prescription: Your doctor may offer you a delayed prescription. This will involve you going back to the surgery in a few days' time to collect a prescription from the reception if your symptoms do not improve, you will be given more information on this at your consultation.

Prescription: Your doctor may feel that your infection is bacterial and may give you a course of antibiotics.

For more information please see leaflet

“What you and your family need to know”

AGE UK

The Fit for the future project, delivered by Age UK is working with the surgery.

The aim of the project is to improve the mental health and physical wellbeing of our patients over 65. The surgery is sending out letters to all our patients over 65 to take part in a free review, which offers support and relevant information. It is clear that many people are unaware of what allowances they are entitled to and what support there is locally. If you are over 65 and haven't received a letter please enquiry at the reception.

PATIENT SURVEY

The practice has now completed the annual survey. The survey showed that patients are still unsure how to book an appointment even though there was a large display in the surgery last year showing patients how to book appointments.

Surgery Opening Hours

The surgery is open 7.30am-7.00pm Monday, Tuesday, Wednesday and Friday, 7.30am-6.30pm Thursday.

Appointments

The GP's, Nurse and Health Care Assistants all offer 7.30am appointments.

We offer same day appointments and pre-booked appointments. It is always worth remembering that Dr Chan only works 4 sessions a week so you might have to wait a while longer for a pre-bookable appointment.



IF YOU WANT A MORNING APPOINTMENT ON A PARTICULAR DAY PLEASE RING AT 8.00AM

IF YOU WANT AN AFTERNOON APPOINTMENT ON A PARTICULAR DAY PLEASE RING AT 2.00PM

IF YOU WANT TO PRE-BOOK AN APPOINTMENT IN THE FUTURE PLEASE BOOK AN APPOINTMENT AT THE RECEPTION

Eg: If a GP wants to see you in 4 weeks' time book your appointment at the reception before leaving the surgery

LIFESTYLE PROJECT

Health Fayre Update

On the 12th March the Hickings Lane Patient Participation Group held a Health Fayre at the New Stapleford Community

Centre. We raised £500 for treetops hospice, as well as providing insight, advice and ways to achieve and enjoy a healthier lifestyle. Our exhibitors included Dr Catherine Hughes who instructed us on the benefits of Nordic walking, Broxtowe Sport who presented a session of gentle exercise with movement to music, and Pulp Friction who provided us with tasty smoothies. Other attendees included Mother and Baby Yoga, Heritage for Health, Gardeners Association, Bramcote Leisure Centre, Sure Start and many more.

Nearly 200 people attended and participated in the activities. We were able to reach out to all ages and abilities to raise awareness of the importance of good nutrition, exercise and diet.

Hickings Lane would like to thank everybody who helped and attended the event and to New Stapleford Community Centre who provided the venue, refreshments and a generous donation of £50 to treetops hospice.

