

DISHLEY GRANGE MEDICAL PRACTICE

NEWSLETTER

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Maxwell Drive, Loughborough



Cross Street, Hathern

www.dishleygrangemedicalpractice.co.uk



PATIENT GROUP NEWS

The Annual General Meeting of the Dishley Grange Patients' Group was held at Gorse Covert Community Centre on Thursday 23rd April 2015, where the patient group were given the opportunity to discuss and provide their opinion on key issues directly affecting patients. The minutes of the AGM will be posted on our website once available, visit: www.dishleygrangemedicalpractice.co.uk/ppg.aspx to find additional information regarding the patient group and details on how to get involved.



There have been a few changes to the team over recent months. Firstly, **Susan Barham** has taken a well earned retirement, I'm sure you will join us in wishing her all the best for the future and in thanking her for her hard work throughout her time at the practice. We also said goodbye to **Viv Wooldridge**, her positive attitude and thoughtful approach will be missed by both staff and patients. We recently welcomed our new temporary GPs who will be assisting us on a regular basis in providing continuity of care during Dr. Green's maternity leave.

Speaking of which... Congratulations to Dr Green! Her son William Joseph Green was born on 22/05/15 weighing 9lb 13oz, we wish the family all the best.

We also welcome **Dr Brockhurst** who recently joined us in a permanent position. She tells us a little more about herself later on in the newsletter.

Sadly, **Dr. Williams** will be stepping down as a GP partner from July to allow for more time to spend with her family. She is a very popular Doctor and the good news is that this won't be goodbye, as she will remain with the practice working a reduced number of sessions each week. There will be a 6 week period from mid July-September where Dr Williams will be on leave, after which she will return to begin working her new hours.

(Pictured: GP Partners Dr Adlam & Dr Saund presenting Dr Williams with a bouquet of flowers)



NHS 111

If you need medical advice when we are closed, dial NHS **111**. Alternatively, you can telephone the Surgery as normal and you will be advised how to contact a Doctor.



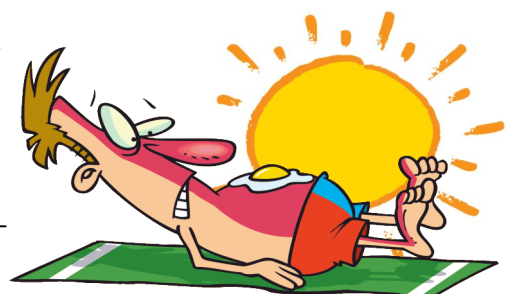
Staying safe in the Sun

Whilst many of us like to enjoy the sun and hot weather, we should make sure we do it safely and remember certain groups of people are more vulnerable than others to the effects of heat or ultraviolet radiation. Extreme heat can force the body into overdrive as it tries to stay cool through perspiration and evaporation.

1.) Spend time in the shade if your shadow is shorter than you. If your shadow is shorter than you are, then the sun is strong. During the UK summer, the sun is at its strongest between 11am and 3pm

2.) Wear a hat, t-shirt and sunglasses when the sun's strong. Wide brimmed hats or foreign legion style caps are best. A wide-brimmed hat, long-sleeved top or maxi dress will not only help protect your skin but are also the height of summer style.

3.) Cancer Research UK recommends you use at least factor 15 sunscreen with a high star rating. Sunscreen rubs off easily if you sweat, swim or change clothes. So whether you're in the UK or abroad, when the sun is strong remember to apply generously and reapply regularly! Source: <http://www.metoffice.gov.uk>



Named Accountable GP

From April 2015, it is a national requirement that all patients are allocated and notified of a named GP who will have overall responsibility for the care and support that you receive.

Your named GP will be the GP you are currently registered with. This does not prevent you from seeing any GP in the practice as you currently do. If you wish to confirm your named GP, please contact reception.



Getting to know: Doctor Brockhurst

"Born in Stoke, I arrived in Leicester in 1997 to study medicine. I left university 6 years later in 2003 with a medical and science degree and a husband! I worked originally in Leicester and New Zealand as a hospital medic, but community medicine called and I became a GP in 2010.

Since this time I have enjoyed working in both Loughborough and Coalville areas. I have been providing Dishley Grange with their contraceptive clinic services since 2014 and am now pleased to be a fully fledged member of the team.

With a busy husband and 2 small children, spare time is precious. I like to spend it teaching our kids to bake, hosting murder mystery parties with friends, teaching my husband the finer points of sailing, but best of all, attempting to make the creations from my favourite TV show; the Great British Sewing Bee!"

Dr Nikki Brockhurst

Electronic Prescription Service (EPS)

EPS enables GPs to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for both patients and staff.

+ If you collect repeat prescriptions **you will not have to visit your GP practice just to pick up your paper prescription**. Instead, your GP will send the prescription electronically to the place you choose.

+The prescription is an electronic message so there is **no paper prescription to lose**. You will have **more choice** about where to get your medicines from because they can be collected from a pharmacy **near to where you live, work or shop**.

+If the prescription needs to be cancelled the GP can **electronically cancel and issue a new prescription** without you having to return to the practice – **saving you trips**.

+**You may not have to wait as long at the pharmacy** as your repeat prescriptions can be made ready before you arrive.

The EPS for our practice will be live from 22.7.15, if you require any further information regarding this service please visit:

<http://systems.hscic.gov.uk/eps/patients>

Important Note: Patients at our Hathern surgery will not be affected by these changes as we will continue to dispense your medication as normal.



Appointment Booking procedure

PRE-BOOKABLE - A selection of appointments are available for each Doctor to book two to three weeks in advance. This is ideal for patients who have a routine problem, have a preferred GP or wish to book their appointments around other commitments.

BOOK ON THE DAY - Once the pre-bookable slots have been filled, further appointments are released on the day for patients who have a sudden onset of symptoms and need to be seen fairly quickly. Please note that although we try to offer the GP of your choice this is not always possible, if you have a preference of GP it is advisable to pre-book your appointment.

TELEPHONE CONSULTATION - Patients who have been unable to book on the day will be offered a GP call back to determine the urgency of their complaint. The GP will either offer advice over the phone or arrange a suitable appointment. Telephone call backs are also available for routine queries with each GP on a designated day each week for general medical queries or advice.

ONLINE BOOKINGS* - If you have internet access you can access the same available appointments as our Receptionists, including the 'book on the day' slots once they have been released. Visit our Practice website to register, or ask at Reception.

**Note: When using this service, please make sure that you book your appointments at the Practice you are registered with by using the filters available. Any appointments made at the incorrect surgery may have to be cancelled at short notice.*

EARLY MORNING APPOINTMENTS - The surgery offers early morning appointments on one day per week (this day varies) and every Saturday morning. The Doctors hold these sessions on a rotational basis and the appointments are available to pre-book through the surgery only.

