



HAZELMERE MEDICAL CENTRE

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April—June 2019

Abuse to staff—Zero Tolerance

I am really sorry to report that we have had an increase in the number of incidents of abuse towards our staff. We have a Zero Tolerance Policy, and any form of threatening or abusive behaviour, whether it be verbal or physical is wholly unacceptable. We also reserve the right to remove you from our practice list.

Please remember that we are here to help you. All that we ask is that our patients act reasonably and are considerate of the demands they make of us.

New Nurse

We are delighted to announce that our new practice nurse has started. Her name is Rebecca Clark.

New Urgent Care Centre

As of 1st April 2019 there will be a new Urgent Care Centre located at Enderby Leisure Centre.

Opening times will be weekdays 6.30pm—9pm and weekends 9am—7pm.

Controlled drugs

Please be aware that Gabapentin and Pregabalin are now classed as controlled drugs.

Therefore they can still be ordered and sent electronically to the chemist but they can only be issued as a 28 day supply. All patients currently on the medication have been written to with information.

If you have any queries please speak to the pharmacy.

Get your health treatment more quick and effectively

If you live in Leicester, Leicestershire and Rutland you can sign up to an enhanced summary care record. Staff in hospitals, ambulance crews, NHS 111, out-of-hours and social care services do not routinely have access to individual's GP medical records. By consenting to an Enhanced Summary Care Record we can all help health and care staff to treat us more quickly and effectively, enabling them to make better and safer decisions.

You will already have a core Summary Care Record, but by spending a couple of minutes to complete the consent form to enhance your records you could end up saving your life.

The record can include details of illnesses and health problems, past operations and vaccinations, treatment preferences, information about the kind of support needed, and who should be contacted if more information is required.

Please encourage your family and friends to sign up too. You can download the consent form [<https://eastleicestershireandrutlandccg.nhs.uk/yourhealth/enhanced-summary-care-record/>] and then return the completed form to your GP practice reception.

Or next time you are talking to someone at your practice why not give your consent verbally? For people who are eligible for a flu vaccination, why not combine getting your free vaccination with consenting to enhance your summary care record – and really get ready for winter.

The mission of Hazelmere Medical Centre is to improve the health of our patient population and to manage illness with skill and compassion. We aim to work with our patients in providing excellent and modern, family centered health care. We are committed to ensure that this care is provided with sensitivity and takes into account, the best and latest clinical evidence that is available both in treating our patients and in providing preventative services to keep our patients in the best possible health.

PRESCRIPTIONS

Please could we remind you that if you require medications early due to holidays etc. that you put a note on your order.

Also we do not have the facility to order prescriptions over the phone, please order online, via Fax 0116 2772416, post or call in, thank you.

DEMENTIA FRIENDLY PRACTICE



We are working towards being a more dementia friendly practice, please see our notice board for more information regarding groups, self help and advice. If you know of someone you have concerns about please let us know. All our staff are now trained Dementia Friends.

ACTIVE SIGNPOSTING

Our receptionists have been trained in active signposting. This is a process whereby the receptionist has been trained in asking appropriate questions of the patient about the reason for the appointment. They have been asked by the doctor to ask these questions in order to signpost patients to the best clinician for their needs. This does not mean the patient has to accept an alternative to the GP but gives them an option. All information asked is done so in a professional manner and is kept confidential. Please do provide this information where possible.

HOSPITAL INVESTIGATIONS

If you want to know results of a test/investigation the hospital arranged for you, or you want to clarify something told to you by the hospital, or chase a follow-up appointment, you need to speak to them directly, not the GP. Please do not call us with these queries. If you have any problems contacting the hospital for an answer please call the hospital Patient liaison line on 08081 788337

From October 2018, medicines for minor conditions like coughs, colds and hay fever that are available to buy from pharmacies and supermarkets will no longer be available on prescription*



*Exemptions apply

A Partnership of Clinical Commissioning Groups:
East Leicestershire and Rutland CCG
Leicester City CCG
West Leicestershire CCG

Inspected and rated

Good

