

HAZELMERE MEDICAL CENTRE

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July—September 2019

New GP Registrar

We are a teaching and training practice and therefore provide such to medical students and registrar. This means that there is fluidity of staff and you will occasionally see one student or registrar leave and another start. Dr Adeel has now fully qualified as a GP and has therefore finished her placement here, she is moving forward in her GP journey. A new registrar starts on the 20th August called Dr Adam. She will be on placement here undergoing her GP training for the next 4 months. We welcome her to the practice.

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.

This is a walk in centre but some evening appointments 7pm-9pm can be booked by us on your behalf as long as they are URGENT and requested before 6pm.

National Patient Survey

The National Patient Survey has now been published for 2018/19. The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice. You can see the full results at www.gp-patient.co.uk. For our practice Ipsos MORI sent out 244 surveys and 112 were returned. Included is a summary of those things we do well and those not so well. In light of the improvement areas we hope that the new telephone system that we are introducing will reflect better results in next years national survey.

Mission Statement

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.



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.

Use the right service



Medicine Management

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.

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 patents currently on the medication have been written to with information. If you have any queried please speak to the pharmacy.

NHS Prescribing Guidelines

From October, GPs will be encouraged to reduce the number of prescriptions they provide for medicines and treatments that are already available to buy in a pharmacy or supermarket. This means that GPs, nurses and pharmacists will not routinely prescribe certain medicines for some minor health concerns, including coughs, colds and hay fever.

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.



Abuse to Staff

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.

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

NHS

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*



£4.1m
spent last year on these medicines

*Exemptions apply

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

Extension

As you will have noticed the extension is coming on well and we are still looking at a finish date of early September. We apologise for any inconvenience caused during the building stages.

Bank Holiday Hours

We will be closed for the August Bank holiday Monday 26th August and reopen as usual on Tuesday 27th August.

Inspected and rated

Good

