

# HAZELMERE MEDICAL CENTRE

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## *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.

## October—December 2019

### *Door Opening*

In the next few weeks the new entrance door will be open.

Please note that the doors, regardless of the weather, will not open until 8am.

Any patients with early morning pre-booked appointments will be able to ring the bell on the staff door for early entrance.

### *New Urgent Care*

New Urgent Care Centre located at Enderby Leisure Centre.

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

This is a walk in centre but some evening appointments be booked by us on your behalf as long as they are URGENT.

### *Extension*

The new rooms are now built, we will soon be re-opening the carpark but there will be some gas pipe works taking place soon where the whole carpark will be out of use for a week.

### *Room Numbers*

Due to the addition of the new consultation rooms the number sequence of the clinical rooms has changed.

We have provided new signage to direct you and if you have any questions please do not hesitate to ask.

### *Flu Vaccines*

Flu vaccines are now available for over 65s and those under 65 who are eligible.

Children's nasal flu vaccine are expected in late October.

Please enquire nearer this time to see if we are in receipt of them.

### *Christmas/New Year*

We will be closed:

25th & 26th December—Closed

1st January—Closed

Usual hours on any other days.

## 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.

### 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.



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.



## Enhanced Care Record

Have you ever been to A&E, Urgent Care Centre or other GP Practice here or elsewhere in the country and they have had limited information in order to treat you?

### They cannot see your records!!

By signing up to the Enhanced Services Care Record these Healthcare providers, with your permission (they must ask you before accessing your record) can view your record.

If you wish to have Enhanced Summary Record please speak to reception.

## 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

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

