

# PATIENT NEWSLETTER

SPRING 2017

## CHANGES TO EMERGENCY GP APPOINTMENTS

We have yet been unable to recruit replacements for Dr Hajjawi and Dr Vengala. This means our appointment capacity will be affected. We will continue to prioritise our most unwell and vulnerable patients. In order to maintain patient safety we are now limiting the Emergency Surgery and telephone advice service.

The Emergency Surgery has a limited capacity for problems that cannot wait until the next available appointment. We ask you to consider whether your problem **needs** treatment by a Doctor. Most viral illnesses are self-limiting (e.g. coughs, colds, earache, sore throat) and do not require antibiotics.

We ask for your help to allow us to continue to provide accessible care for all:

- Consider whether you need to see a Doctor at all.
- All minor injuries (e.g. cuts, burns, sprains) are now dealt with at the Local Minor Injuries Unit. Please ask at Reception for further information.
- Minor illnesses (e.g. coughs, conjunctivitis) can be dealt with by the local Chemist. Please ask at Reception for further information.

The Partners would like to thank you for your understanding and for supporting Hedon Group Practice.

## EMERGENCY AND OUT OF HOURS (OOH) MEDICAL CARE

In the event of a serious problem, such as chest pain or collapse, call 999 immediately.

OOH medical advice is always available for emergencies at night, weekends and all bank holidays. If you require advice please call the 111 service. The Out of Hours Service provides urgent medical and health care for patients in the East Riding during the period when Doctors' surgeries are closed. Care is delivered by Doctors (experienced General Practitioners) and Community Nurses who have a wealth of experience working in this area. There are also First Contact Practitioners who are highly skilled and experienced Advanced Nurse Practitioners, and who have undertaken additional training in order to provide high quality care in the out of hours period.

You should contact the Out of Hours service if you feel that your condition is urgent and that you cannot wait to be seen and treated by your own Doctor during normal hours. When you call the NHS 111 service you will be put through to experienced trained advisers who will ask for your name, address and details of the medical condition.

This conversation is used to assess the urgency of your medical condition. Your call will be prioritised and then forwarded to either a Doctor or Nurse for assessment.

Following this, a Doctor or Nurse will call you back and you may be asked to attend a community hospital or healthcare centre for further assessment and possible treatment.

## DISPENSARY TELEPHONES

In January 2017 the Partners made the decision to change the times of the Dispensary telephone query line. This decision was made to improve patient safety. As a result of this, patients were no longer able to order repeat medication over the telephone. The majority of patients who this affected now order repeat medication via the internet (Hedon Group Practice website), have their medication automatically re-ordered every month, or post their green repeat slip in the red post box which is at the Hedon Surgery. We would like to take this opportunity to thank everyone who this affected for their understanding.

## PRACTICE CLOSURE FOR STAFF TRAINING

The Practice will close at **12.00 noon** on Wednesday 5 July.

The Practice will re-open at 8.00am (Hedon) and 8.30am (Keyingham) on Thursday 6 July.

We thank you for your cooperation and understanding.

## EASTER AND MAY BANK HOLIDAYS 2017

Closed : Friday 14 April and Monday 17 April

Closed : Monday 1 May and Monday 29 May

## STAFF CHANGES

Dr Rachel Hajjawi joined the Practice as a Partner in August 2016. She has accepted a new job closer to home, and left the Practice at the end of March 2017.

Dr Sree Vengala who is a salaried Doctor also left the Practice at the end of March 2017. We wish them the best of luck in the future.

Lauren Cooper joined the Practice in May 2015 as a Receptionist. In October 2016 Lauren was trained to take patients' bloods.

As of 1 April Lauren will commence training to become a HCA working alongside our nursing and HCA team. Lauren is really looking forward to the challenge.

Steve, our delivery van driver left in February 2017. Steve has gained full time employment and we wish him well in his new job.

The Practice is happy to welcome our new Receptionist Maureen Browne, she started working with us in March 2017.

We are also happy to welcome Dennis Betts, who joined us in February 2017. Dennis has been employed as a delivery van driver working with the Dispensary team to deliver patient medication.

## RETIREMENTS

Health Care Assistant (HCA) Geraldine Huggins retired at the end of March after 20 years with the Practice. Geraldine was originally employed as a Receptionist, then trained to be a Phlebotomist and completed further training to become a HCA. Geraldine plans to spend time with her husband and family and become a 'lady who lunches'.

Nurse Catherine Moss retired on 6 April after 4 years with the Practice. Catherine started her Nurse training in 1977 and initially worked as an SEN. She completed her conversion to a Registered Nurse in 1996. Catherine intends to travel to Italy during her retirement and has been learning Italian. *Buona Fortuna Catherine!*

Dispenser Sherry Bishop left the Practice in March 2017. Sherry worked at the Practice for 12 years and is enjoying 'early retirement'.

Geraldine, Catherine and Sherry will be missed by all at the Practice and we wish them well in their retirement.

## DEMENTIA AWARENESS WEEK 15 - 21 MAY 2017

Let's talk about dementia

*Dementia* - If you're becoming increasingly forgetful, particularly if you are over the age of 65, it may be a good idea book an appointment in one of our memory clinics. Please speak to one of our Receptionists who will be more than happy to make you an appointment.

You are not alone when facing Dementia. If you suffer with dementia or know someone who suffers with it, the Alzheimer's Society provides "Memory Cafes" within the East Riding for people with dementia, their carers and families to meet and socialise with others affected by dementia. Contact the Hull & East Riding Alzheimer's office on 01482 211255.

## *Dementia*

*Friends...* Alzheimer's Society's Dementia Friends



programme is the biggest ever initiative to change people's perceptions of dementia.

It aims to transform the way the nation thinks, acts and talks about the condition.

The Practice was awarded a Dementia Friendly Award in recognition of working to become dementia friendly.

Whether you attend a face-to-face Information Session or watch the online video, Dementia Friends is about learning more about dementia and the small ways you can help. From telling friends about the Dementia Friends programme to visiting someone you know living with dementia, every action counts. Visit the 'Dementia Friends' website for more advice and information on how to get involved.

## DOVE HOUSE CHRISTMAS PIN SALE



dovehouse hospice

caring for people with a life limiting illness

In December we raised £235 from

the sale of the metal Christmas pins. We received a letter of thanks from Dove House. Nearly £1000 in total was raised by people selling pins for Dove House. Thank you to everyone who bought a pin.

## CHRISTMAS HAMPERS

We raised a total of £235 for the MacMillan team from our Christmas hamper.

The Holderness Lions Club sent us a Certificate of Achievement for the money raised from their Christmas Hamper.

Thank you to all who entered the hamper competitions.