

Our new Advanced Nurse Practitioner Emma

Due to the continuing high demand for appointments and following recent patient comments about the problems obtaining an appointment, the Doctors have employed an Advanced Nurse Practitioner on a Monday and Tuesday to try and increase the availability for everyone. Emma works both here and Loughborough Urgent Care Centre and can deal with many issues, please see page 3 for more information.

To ensure that appointments are made for the appropriate person our clinical administrators will now be asking you questions to ensure you are booked into the right clinician. This system has been implemented by our doctors.

The Doctors would be most grateful for your support in this new procedure to ensure maximum availability for appointments going forward. If a doctors feels your query could have been dealt with by another service, such as Emma they will inform you during your appointment.

Summary Care Records (SCRs)

The NHS is changing how patient information is stored and shared in England, to provide better care for patients. SCRs provide healthcare staff who are treating patients in an emergency or out-of-hours with faster access to key clinical information. This is to NHS organisations only.

The practice is supporting Summary Care Records and as a patient you have a choice. **Please inform reception if you would like to give consent for some of your medical information to be shared via SCR or not.** Please ask reception for a consent form if you do not already have one. If you would like further information regarding the Summary Care Records **Please ask reception for a leaflet.**

You may notice we are sending these forms to patients via post. If you receive one of these forms the practice would be most grateful if you could complete it and return it to the surgery.

Whitwick Road Surgery

Dr N J Chawda
Dr M Searancke
Dr D Jones

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Practice News Letter – August 2018

Situated in the old market town of Coalville, North West Leicestershire, we serve around 6,300 of the population of Coalville and some of the surrounding villages. The practice has ample car parking facilities which includes disabled car parking spaces on one of our two car parks, a large waiting area, a separate area with a book sale and areas to leave pushchairs and a chemist attached to the surgery.

Its time to book for your flu vaccination!

Am I eligible for the flu vaccination? You are eligible for the flu vaccine if any of the following apply to you:

- are 65 years of age or over
- are pregnant
- have certain medical conditions such as: Asthma, Chronic Obstructive Pulmonary Disease, emphysema, bronchitis, chronic heart disease, chronic kidney disease, chronic liver disease, Parkinson's disease, motor neurone disease, multiple sclerosis, diabetes, spleen issues, weakened immune (from HIV or chemotherapy)
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill

If you fall into any of the above categories then please book for your flu jab now at reception!

Please be aware the flu clinics have changed this year so our clinical coordinators may ask for your age range before booking for appointment.

Who's who at the practice?

Doctors:

Dr N J Chawda
Dr M Searancke
Dr D Jones

Nurses:

Caroline Sheffield
Kath Brain
Susan Williamson
Jane White

Advanced Nurse

Practitioner:

Emma

Practice Manager

- Kay

Assistant

Practice-

Manager –

Jacquie

IT Lead – Leighan

Amin Staff:

Melanie
Michaela
Rachel
Debbie

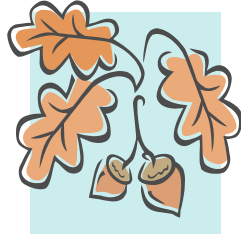
Secretaries:

Caroline
Frances

About the Surgery

Welcome to our Practice Newsletter 😊

"I WOULD LIKE TO SAY A MASSIVE THANK YOU TO THE DOCTOR AND THEIR TEAM: THEY ARE A TRUE REFLECTION OF THE NHS AT ITS BEST"
– ANNOYMOUS FEEDBACK ON NHS CHOICES



Practice Opening Times:

Monday—Friday
08.00 - 12.45— 1.45 - 18.00

We are closed Bank Holidays

Appointments are made from 8.00 each morning on a first come first served basis so ring early to avoid disappointment.

The practice operates a zero tolerance policy and any patient that is violent or abusive to any member of staff may risk being removed from the practice list. Be polite to the staff as they are just doing their job.

Are you interested in joining our PPG?

The surgery has a Patient Participation Group which is a group of patients who meet bi-monthly to discuss matters relating to the service we provide to patients and suggestions on how we can improve the way we perform.

If you would like to join the PPG or would like more information about their role in the practice please speak to Kay (Practice Manager) or put your request in writing. We are always happy to welcome new members to the group. For more information please ask at reception or look on our website.

Please be aware of changes to our charges for Non-NHS services provided by our surgery. Please see our website or ask at reception for details.



Whitwick Road Surgen
CQC overall rating

Good

8 July 2016

Are you using the NHS's service wisely?

Although you are registered at our surgery there is a wide range of services both our surgery and the NHS provides. You may not always need to see our doctors to help your issue.

Pharmacy can deal with : Aches and pains, Athletes foot/fungal infections, Chicken pox, Coughs, Conjunctivitis, Cystitis, Diarrhoea and vomiting, Earache, Emergency contraception, Flu/cold/sore throat Hayfever, Headlice/worms, Heartburn/indigestion, Rashes (sunburn, eczema, dermatitis, allergic rashes, insect bites), Teething , Thrush, Travel sickness, suntan lotions,, Vitamins.

Advanced Nurse Practitioner (Emma) can deal with: Rashes, infections (asthma & copd), joints, minor illness in children (ears, throat, chest d&v), uti, morning after pill, infected toenails, thrush, cellulitis, cysts dog bites, diarrhea and many more! E

Nurse can deal with: Pill checks, blood pressure reviews, diabetes reviews, dressings, dietary advice, ear syringing, new patient medicals, smears and many more routine appointments.

GP can deal with: Chronic long term condition e.g. Parkinsons disease , medication reviews, mental illness and complex health issues.

For more urgent issues there is NHS 111, The Urgent Care Centre and Accident & Emergency.

We need to ensure that Emma, our nurses and our GP's are all seeing the right patients. When you are asked what your problem is by our clinical administrators – PLEASE TELL THEM. This will allow us to get you seen by the right person, as soon as possible. If you are offered an appointment with Emma, a nurse or anyone other than a GP PLEASE TAKE IT.