



Uppingham Surgery

RUTLAND HEALTH PRIMARY CARE NETWORK

Uppingham Surgery Newsletter

Winter 2024



Welcome to the Winter Newsletter from Uppingham Surgery

Dear Patients

As winter settles in, we want to keep you updated on the latest news and important information from Uppingham Surgery. This season brings colder weather and busier schedules, but it's also a time for reflection, care, and community.

Inside this newsletter, you'll find helpful tips to stay healthy during the winter months, updates on our services, and advice on managing seasonal illnesses. We're here to support you and your family's health needs, and we encourage you to reach out if you have any concerns or require assistance.

Thank you for being part of our community, and we wish you a safe, warm, and joyful winter season!

With best wishes,
The Uppingham Surgery Team

FLU/Covid Vaccine

We're into the second month of our 'flu and Covid campaign, we have sent invites to all our eligible patients. If you are yet to receive contact from the practice and you believe you're eligible, please contact us directly and we will be on hand to assist further.

So far, we have vaccinated more than 1800 people against 'flu and 1600 people against COVID.

We would like to thank the PPG Members who provided support on Saturday 19th October, their assistance was greatly appreciated and was key to ensuring patients were directed and supported between the car park and the clinic.

Saturday 19th October provided several unexpected challenges, which affected the smooth running of the Covid/FLU clinic. We would like to apologise for the longer than usual wait times, which was out of our control. Thank you for your patience and understanding throughout.

New Staff Members

We are pleased to welcome Colleen and Michelle to the Patient Services Team. They both bring a wealth of experience to the role. They will be part of the team which answers calls and manages any administrative duties to ensure the smooth running of the practice.

Andrea and Steph have also joined our Dispensary team, both individuals bring key knowledge and understanding of the role and will assist with dispensing of the medications while handling general enquiries.

Abigail is our new phlebotomist; she will help support our nursing team with blood taking. Clinics are already being hosted by Abigail and she has begun to settle into her role.

Dr Laura Stephens joined our practice in September 2024 and has replaced Dr Ali Corah as one of our Salaried GP's.

New benches donated by Mrs Jean Hassell – In memory of her husband and son

A huge thank you to Mrs Jean Hassell for the kind donation of two outside benches for our patients and staff at Uppingham Surgery. The benches were provided by Mrs Hassell in memory of her late husband and son.



EST 2001

WILLS INNS

UPPINGHAM



THE FALCON
HOTEL

EAT - DRINK - STAY - EVENTS - WEDDINGS



NHS App Support/Guidance.

The move to using smart phones and internet apps is increasing throughout society and the NHS is no different.

There are many benefits to being able to access healthcare online but for some people this can prove challenging.

Nationally, the NHS App has been designed to allow easier access to healthcare, including being able to see your medical records and ordering prescriptions.

We appreciate this can prove challenging for some people and therefore with the support of our Patient Participation Group we will be holding a session in January 2024 to demonstrate the NHS App and provide practical help about how to set up and use. The date of the event is yet to be confirmed, but further communications will be sent nearer the time.

How can the NHS app benefit you?

You can use the NHS App to check your symptoms and get instant advice, order repeat prescriptions, view your GP medical record and more. The NHS App makes prescription ordering fast and efficient.

The NHS APP can be used on your mobile device and directly from your web browser, if you would like more information on how to sign up, please click the link provided (<https://www.uppinghamsurgery.co.uk/online-services/>).

What you need to set up an NHS Login

To set up an NHS login you will need:

- an email address (with more than 6 characters)
- a mobile phone or a landline number

To be able to use some services, you will also need to provide your:

- Full name
- NHS Number
- date of birth
- postcode

To access your health records or any personal information you will also need to provide proof of who you are. If your mobile phone number matches the one you have registered with your GP, we will use it to verify your identity. Otherwise, you will need to provide proof of identity.

This can be a:

- Passport
- UK driving licence (full or provisional)
- Biometric Residence Permit (BRP)
- UK Residence Card, or EEA Biometric Residence Card (BRC) (including temporary pass)
- European driving licence (full)
- European national identity card

If you cannot provide a valid photo ID, you can use your registration details from your GP surgery.

These are:

- a Linkage Key (also known as Passphrase)
- an ODS Code (also known as Organisation Code or Surgery ID)
- an Account ID

Christmas and New year Opening times

Tuesday 24th December 2024

Surgery - 8am to 4pm

Dispensary - 8am to 2pm

Wed 25th Dec 2024 - CLOSED

Thurs 26th Dec 2024 - CLOSED

Friday 27th December 2024

Surgery - 8am to 6.30pm

Dispensary - 8am to 6pm

Monday 30th December 2024

Surgery - 8am to 6.30pm

Dispensary - 8am to 6pm

Tuesday 31st December 2024

Surgery - 8am to 4pm

Dispensary - 8am to 2pm

Wednesday 1st January 2025 -
CLOSED

Thursday 2nd January 2025 -
08:00-18:30

Surgery - 8am to 6.30pm

Dispensary - 8am to 6pm

** Over the holiday season please allow five working days when ordering your prescription to allow sufficient time for your order to be ready. **

General health concerns:

To prevent unnecessary visits to A&E or walk in centres call NHS 111 first (open 24/7) or 0300 323 0671 (when the surgery is closed). Both numbers can advise if you need to speak to a Clinician or visit an Urgent Treatment centre. Remember where possible 'Talk before you walk'.

Only use 999 for life threatening emergencies

Collective Action Statement

As a practice we are supporting the National Collective Action being taken by GP practices across the country. For clarity we are NOT striking nor are we taking Industrial Action, the practice will remain open as usual.

This is a collective response to try and convince the government to provide the funding needed to provide quality primary care whilst meeting the ever-increasing demands and pressures placed on primary care.

We will continue to work within our GP contract however there will be some small changes to support the national collective action, although this will not impact on clinical care. More information on collective action can be found - <https://shorturl.at/CldL6>

GPs and patients want the same thing: to be able to see their familiar family doctor quickly and easily, in a surgery that is safe, well-staffed and local to them.

Further information can be found at <https://shorturl.at/Tmf2L>



Patient Participation Group (PPG)

Your local PPG is a group of volunteer patients who work closely with the Surgery.

Our primary objective is to ensure that issues of concern raised by patients are brought to the attention of those running the Surgery. In addition, we also work with the Surgery to suggest and review potential improvements to processes, in order to enhance the Patient experience.

In recent times, we have had technical issues with our email address, so we have replaced the old address to one outside of the NHS systems.

If you would like to contact us, please email John Leslie, PPG Chairman, in confidence, at uppinghamsurgeryppg@mail.com Alternatively, you can leave a message for him on 01572 823531.