



**NEWSLETTER
ISSUE 01
MAR 2024**

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Practice opening times:

The practice is open

Mon-Fri 8am-6.30pm with

some early morning appts

07:30—08:00am

Weekend– closed

Patient Participation

We are moving away from the traditional model of participation group and instead requesting ongoing feedback from patients via our website or phone/person. We will also be sending out patient satisfaction questionnaire to



Welcome to the brand new issue of our Practice Newsletter, which kicks off what will be a quarterly issue. You can subscribe to our newsletter at www.hucknallrdmc.co.uk and you will automatically receive a copy via email each time the latest issue is released.



Patient Triage

We have now gone live with our new online consultation service, Patient Triage. This is a great way for you to contact our practice for non-urgent medical or admin requests. It involves completing an online form. It is accessible through the NHS App or by clicking the link at the top of our website.

Why have we done this?

Traditional ways to contact your GP often meant that appointments were being allocated on a **first come, first served** basis, with **long phone queues** to get in touch with your surgery. This meant that vulnerable patients, or those who needed care sooner were **missing out**. By registering all requests through an online form, your surgery is able to **prioritise and action** requests quickly and fairly, ensuring that you get the right level of care at the right place and the right time.

What happens if I don't have access to the internet?

You can still telephone your surgery or visit in person. The receptionist will ask you questions about your request to fill out the online form on your behalf. The surgery team will then assess your request and will be back in touch with next steps.

What happens once I submit my request?

Your surgery will use the information you provided to ensure that you're given the most appropriate care. They may send you a text message containing a link to provide more information if needed.

If an appointment is required, they may send you an appointment booking link via text message, or arrange this over the phone.

Training Event

The Practice will be closed from 12.00pm on **Tuesday 26th March** for staff training. Please note that on training days prescriptions will not be available from 12.00noon until 8am the following day. We apologise for any inconvenience this may cause.

Website

For more information on medical news, local campaigns and where to get an advice, please visit our website www.hucknallrdmc.co.uk

Your Feedback

Your feedback is very important to us. Please feel free to write to us with your comments, suggestions or questions. Our address is shown above, alternatively you can leave your comments at the reception.

DNAs

Missed Appointments add to the pressure of General Practice because the demand for appointments is extremely high so every missed appointment is a wasted opportunity to see patients who really need to be seen. To try and tackle this, we are increasing the number of reminders we send to give patients plenty of opportunities to check the appointment is convenient for them. We are also monitoring our DNAs and will be reaching out to patients who DNA.

MMR

NHS England urges those unprotected against measles to come forward for their vaccinations. Measles cases are continuing to rise across England, with a number of unvaccinated children and adults requiring hospital as infections take hold.

This month, millions of parents and carers in England are being contacted by the NHS to book their children in for their missed measles, mumps, and rubella (MMR) vaccine as part of a major new campaign to protect children from becoming seriously unwell.

NHS figures show almost 3 million children under the age of 16 years are either unprotected or not fully protected and at risk of catching these serious and completely preventable diseases.

Measles is not just a childhood disease and can be serious at any age. If caught during pregnancy it can be very serious causing stillbirth, miscarriage and low birth weight and NHS bosses are also urging young adults to catch up on any missed doses before thinking about starting a family.

Two doses of the safe and effective MMR vaccine are needed for maximum life-long protection, with the first dose given around the child's first birthday, and the second dose given at around three years and four months old.

However, anyone can catch up at any age on any missed doses and it's never too late to protect yourself.

If you or your child have not had both dose of the MMR vaccine contact the GP surgery to book an appointment as soon as possible and catch up.

Pharmacy First

Community pharmacies can offer treatment for seven common conditions without patients needing to see a GP, as part of a major transformation in the way the NHS delivers care.

Highly trained pharmacists at more than nine in ten pharmacies can now assess and treat patients for earache, impetigo, infected insect bites, shingles, sinusitis, sore throat, urinary tract infections (UTIs) for women aged 16-64 -without the need for a GP appointment.

Available on the high-street, community pharmacy teams have the right clinical training to give people the health advice they need, with no appointment necessary and private consultations available. Community pharmacists will signpost patients to other local services where necessary.

By expanding the services community pharmacies offer, the NHS is aiming to help free up GP appointments and give people more choice in how and where they access care.

Don't wait for minor health concerns to get worse – think pharmacy first and get seen by your local pharmacy team.

For more information, visit nhs.uk/thinkpharmacyfirst

Successful Flu Season

Our flu season isn't over yet so if you are still eligible, please contact reception to book in for your flu vaccination before the end of March.

Staff changes

We had two new receptionists starting with us called Emily and Natalie. In the last 6 months we have had two new GPs starting called Dr Johal and Dr Goodwin. You may have met Dr Johal previously when he completed his registrar training with us a few years ago. This month, Dr Dastagir will be joining us, similarly she did her registrar training with us and joined the team as a permanent salaried GP.