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HucknallRoadMedicalCentre

NEWSLETTER ISSUE 02 APR 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 been live with our new online form for 7 weeks now. We want to thank all our patients who have embraced this new way of contacting us, allowing us to help those who cannot over the phone and front desk. It is still in its infancy but we are seeing good feedback. Unfortunately there are times we have to switch it off because it is simply too unsafe for us to accept anymore forms, however when this happens, patients can still call and reception will fill the form in on your behalf if your medical query cannot wait until the next day.

If you have any feedback, good or bad about the new system, please submit it via our comments or suggestion page on our practice website www.hucknallrdmc.co.uk/contact

If you have not seen the new form, the best way to access it is via the NHS App and third party links. You can check you are set up should you need the service in the future. We would advise all patients to sign up for the NHS App, more features are being added all the time such as being able to see your hospital appointments and waiting time. Join 49% of our patients and...

“Try the NHS App”

If you're a patient at our practice, you can use the NHS App to access a range of NHS services on your smartphone or tablet.

It doesn't replace existing services. You can still contact us in the usual ways.

But, once you have verified your identity in the app, you will have easy, 24/7 access to a growing range of health services and information. You can:

- order repeat prescriptions
- access NHS 111 online
- find NHS services
- view your health records

Training Event

The Practice will be closed from 12.00pm on **Tuesday 14th May, 4th and 25th June** 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 you comments at the reception.

- book appointments and much more...

If you have any problems using the NHS App, you can select 'help' in the top right-hand corner of the app or visit nhs.uk/helpmeapp.

DNAs

Since the 1st March 2024, 545 appointments, including 93 GP Face to Face appointments has been wasted!

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 writing to patients who DNA. If subsequent DNAs occur we plan to ask those patients to confirm their appointment on the day or it will be cancelled.

Thriving Nottingham

There is a newly commissioned service called Thriving Nottingham which has fully funded health and wellbeing programmes to help patients and their family feel great and thrive.

The service can be access by visiting the website www.thrivingnottingham.org.uk It is aimed at patients wanting to make positive changes in their life to improve their health. There are eligibility criteria, all the information is on the website and patients can self refer if they are interested.

Spring Booster

Patients over 75 years, those in care homes and those 6 months and over with weakened immunes systems are being offered a spring covid booster. You can book by visiting the NHS covid vaccination service website.

If you are housebound you need to call or email Carrington pharmacy to arrange a housebound visit directly via pharmacy.fqn36@nhs.net or 0115 960 5453

Pharmacy First

The Pharmacy First service enables members of the public to visit pharmacies, as a first port of call, for help with a range of common minor conditions.

The service enables pharmacists to offer advice to patients and supply NHS medicines, where clinically appropriate, for:

1. Sinusitis – for children and adults aged 12 years and over;
2. Sore throat – for children and adults aged 5 years and over;
3. Earache (Acute otitis media) – for children aged 1 to 17 years;
4. Infected insect bite – for children and adults aged 1 year and over;
5. Impetigo – for children and adults aged 1 year and over;
6. Shingles – for adults aged 18 years and over; and
7. Uncomplicated urinary tract infections in women aged 16 to 64 years.

Staff changes

No new changes