



### New staff

We've had a few staff changes at Musters Medical Practice over recent months.

Back in April, we welcomed Dr Jessica Hall to our team. Dr Hall covers four sessions a week on Mondays and Tuesdays. We also have a new phlebotomist taking blood samples. Sarah Baker joined us in August.

Our new clinical pharmacist Aliyah works with us two days a week, on Mondays and Thursdays. We have a new administrator Kelly and a new medical secretary Marie starting in October.

Experienced practice manager Emma Strzelec has taken over the reins as practice manager. She is involved in managing all the business aspects of the practice such as making sure that the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises and equipment and information technology. The practice manager supports the GPs and other medical professionals with delivering patient services and also helps to develop extended services to enhance patient care.

Our reception team has also seen some new colleagues. The current team includes Sara, Caroline, Amanda, Chloe, Lorna, and Loraine. The reception is staffed throughout the opening hours of the surgery from 08:00 to 18:30 Monday to Friday, with a new receptionist Helen starting in October.

Our receptionists are there to help you. They receive special training in reception work. They are able to book appointments and give you messages about results. They also answer the telephone and deal with many different queries. They carry out one of the most difficult jobs in the practice, often trying to do more than one job at a time, so please be patient when waiting at the desk.

Take a look at the staff section on our website for job vacancies.

### Health Calendar

**October** is Stoptober, which focuses on encouraging people to give up smoking. Stopping smoking is the best thing you can do for your own health and the health of people around you. It's never too late. Why not download the NHS Quit Smoking app for support and join the 28-day Stoptober challenge on 1st October?

**November** focuses on frailty awareness and prevention. Falls are the number one reason why older people are taken to a hospital emergency department. Improving strength and balance can help reduce fall risk. There are therapeutic strength and balance programmes for people at risk of falls. Or why not join the Rushcliffe Wellbeing Walks or Rushcliffe Move and Mingle?

**December** turns the spotlight on alcohol and how it affects health. There are many resources available to help reduce alcohol consumption or cut it out completely. These include the Drinkaware App and organisations such as A Better Life Health, Alcohol Change and Change, Grow, Live. There's an alcohol quiz on the Rushcliffe Health website to check out how healthy your drinking is.

Visit the self-help section of Rushcliffe Primary Care Network website for more resources on all of these topics at [www.rushcliffehealth.org](http://www.rushcliffehealth.org)



Don't forget, we now have a Facebook page which we're trying to update regularly. Please give it a follow for the latest news from Musters Medical Practice. Here's the link <https://www.facebook.com/www.mustersmedicalpractice.co.uk>

## Practice website

Our practice website has been given a facelift and now has a more modern, fresher look. It features lots of useful information, plus key details about the practice. Visit it here <https://www.mustersmedicalpractice.co.uk/>

## Flu season

We have two flu vaccination sessions running on 1st October and 7th October which we are pleased to announce are fully booked. However, if you are over 65 or are eligible based on clinical risk, you are still able to book appointments to get the vaccine with any Nurse or Healthcare Assistant. If you already have an appointment over the next few months, ask your clinician whether you can receive the flu vaccine during the appointment.

## Missed appointments

During the month of August 2023 we had 50 missed GP appointments. This equates to 10 hours of a GP's time. We understand that sometimes things change, but please do contact us if you are unable to make your appointment so that we can give it to someone else.

## NHS App

The NHS App continues to expand its functionality. Did you know that you can contact the surgery via the App for admin tasks such as changing your address or ordering a prescription? To find out more or to download the App, visit <https://www.nhs.uk/nhs-app/>



**RUSHCLIFFE FOOD BANK**  
No-one should go hungry

WE NEED YOUR HELP TO SUPPORT LOCAL HOUSEHOLDS! PLEASE DONATE ANY OF THE ITEMS LISTED OPPOSITE. YOU CAN DONATE MONEY TOO BY SCANNING OUR QR CODE.

WE ALSO NEED MORE DRIVERS TO DELIVER FOOD PARCELS. COULD YOU VOLUNTEER ON A SATURDAY MORNING, ONCE A MONTH?

Scan Me

Scan to donate online

TEA & COFFEE  
TINNED VEG  
TINNED FRUIT  
TINNED SOUP  
CEREAL  
RICE PUDDING  
TINNED MEAT/FISH  
LONG LIFE MILK  
RICE  
PASTA  
PASTA SAUCE  
BISCUITS & TREATS  
TOILETRIES  
CLEANING PRODUCTS

IF YOU CAN HELP PLEASE GET IN TOUCH!  
PHONE: 07581 422396  
EMAIL: [RUSHCLIFFEFOODBANK@GMAIL.COM](mailto:RUSHCLIFFEFOODBANK@GMAIL.COM)  
NEED SUPPORT FROM THE FOOD BANK?  
VISIT [TINY.CC/RUSHCLIFFEFB](https://tiny.cc/rushcliffefb)

Can you help us?

sewa day  
Nottingham

## Food bank support

We have a shopping trolley in the reception area of the surgery to collect donations for Sewa Day Rushcliffe Food Bank.

The charity, which was set up just over two years ago and supports around 100 adults and children across Rushcliffe every fortnight, is keen to receive items listed on the poster. It's also possible to donate money online using the QR code.

The food bank currently has 66 volunteers but also needs more drivers to deliver food parcels. If you could volunteer on a Saturday morning once a month, please get in touch by emailing [rushcliffefoodbank@gmail.com](mailto:rushcliffefoodbank@gmail.com)

You can self-refer to the food bank here [tiny.cc/rushcliffefb](https://tiny.cc/rushcliffefb)

## facebook

Don't forget, we now have a Facebook page which we're trying to update regularly. Please give it a follow for the latest news from Musters Medical Practice. Here's the link <https://www.facebook.com/www.mustersmedicalpractice.co.uk>