

Hama Health Times

Winter 2024

Issue #3

People on the move update

Please see below for members of staff that are joining us:

Stephanie - Receptionist

Stephanie has joined our invaluable reception team. We are excited to have you on board Stephanie and wish you all the success in this role!

Health Care Assistant

We are still on the lookout for someone to become a health care assistant at Hama Medical Centre. Do you know of someone that is interested in this role? If so, please see the advert posted on NHS Jobs.

GP

We are also on the lookout for another salaried GP that is permanently here for Hama Medical Centre. Gain, if you know someone, see NHS Jobs!

If you have any questions about people on the move, please pop in and have a chat!



QR codes to download NHS app!



Fantastic New Phone System

Creating a stress-free way to contact us for your health needs - however you wish to communicate with us and a new appointment model that we are currently trialing.

New GP appointment system

We are currently trialing a new appointment model, meaning that we now do not book in advance for a GP appointment (unless a GP has stated a follow up is needed). We have had great response from our patients so far, and some days even have appointments left until mid-morning. Call us when our phone lines open each morning, and we have appointments available.

Queue? No! Callback? Yes!

Our new phone system once it reaches a certain number of people, will allow you to have a callback. This keeps your place in the queue and when it is your turn, we will call you back! This system is automated, meaning we cannot select who we are calling. So you can go about your day, and once it is your turn we will give you a call! You will also be sent a message with a link to show where you are in the queue. Please remember that our phone lines open at 7:30am.

No time to call?

We also have a way to contact us online. Did you know that we are able to take medical and administration requests via our website? Simply go to www.hamamedicalcentre.co.uk or download the NHS app and you will be able to contact us from your device. We always aim to get back to you the same day.

Are we at capacity?

NHS 111 helps people get the right advice and treatment when they urgently need it. In many cases clinicians and call advisors can give patients the advice they need without using another service such as their GP or A&E. NHS 111 is here to make it easier and quicker for patients to get the right advice or treatment they need, be that for their physical or mental health. Clinicians, such as nurses, doctors, pharmacists, and paramedics now play an important role in NHS 111. In fact, over 50% of people who call 111 speak to someone in one of these roles.

Urgent Treatment Centre

The centre offers assessment and treatment for health conditions such as:

- Minor burns or scalds
 - Minor head injury with no loss of consciousness
 - Skin infections or animal bites
 - Suspected broken bones, sprains, and strains (X-ray service available)
 - Eye infections or minor eye injuries
- The centre is not appropriate for:
- Non-urgent treatment that could be treated by your GP
 - Routine services such as blood tests or wound dressing/suture removal

Tariq and Zahida Retire!



Dr T Hama and Dr Z Hama have now retired! After opening up in a small corner shop, they have turned Hama Medical Centre into a general practice helping throughout our local community. They have served their community for 3 decades and I'm sure everyone will join in wishing them a happy retirement.

We now have two permanent GPs. They are Dr. Pui Ling Khi and Dr. Evgeniya Petkova, as well as our Locum GPs that cover the shifts in between. We do have regular Locum GPs. They are:

- Dr. Foley - Dr. Kate Foley has joined us as a temporary Lead GP and is helping with the clinical side of running our practice. Welcome to the team Kate!
- Dr. Aftab
- Dr. Alwyn
- Dr. Mathew

We also have a Locum nurse - Lisa that is helping us all the way up until mid December, so you should be able to book in for a blood test relatively sooner than usual.

Winter Help



As the weather gets colder over the next few months, Citizens Advice Central Notts are encouraging households to contact them to find out whether they are receiving everything they are entitled to.

This free service is available to everyone, and they are encouraging anyone who just wants to check their eligibility to get in touch.

An estimated 880,000 households are eligible for pension credit alone but have not yet applied. It is not just pension age benefits that are going unclaimed, however.

It is really important that everyone accesses the support they are entitled to this winter. Citizens Advice can provide advice on eligibility for the winter fuel payment. They can also offer information and assistance with applying for grants and discounts and by offering practical advice and support to help reduce outgoings or manage debt.

They have offices in;

Beeston; Monday, Tuesday, Thursday, Friday 10am-1pm - Ground Floor Council Offices Beeston, NG9 1AB

Eastwood; Monday, Tuesday 9:30am -12:30pm , Thursday 12:30pm -3:30pm - Library & Information Centre, Wellington Pl, Eastwood, NG16 3GB

Stapleford; Monday, Tuesday 9:30am - 12:30pm - Church Street, Stapleford, NG9 8DB

Please drop in for advice, follow the below website or google 'citizens advice winter help':

<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/>

Appointments update

See below for an update on the services we offer

We offer a wide range of services in practice; however, we currently see a higher demand than in previous years. Please bare this in mind when contacting us for an appointment. We are aiming to reduce these times and working tirelessly to do so.

GP appointments

As stated previously, all GP appointments are on the day only except for GP follow up or test results.

Nurse Appointments

Our nurse appointments cover a variety of different services and as such our nurses are very busy! We are currently booking 10 weeks in advance for any *routine appointments*.

Mental Health Nurse

Amanda visits our practice every 2 weeks and holds her clinic in one of our rooms. Should you feel you need to see Amanda, please make a GP appointment and a GP will refer you to her.

First Contact Physiotherapist

Sean is our physio and works all day on a Friday. We may point you towards physio if you have a new pain somewhere and we think that Sean may be able to help. The current wait time for Sean is 2 weeks.



World Mental Health Day Poem

Men, speak up

*My soul is burdened, seems like I'm in
the dark
Trapped,
And my mind, overwhelmed
A man with great pride
Had all, lost all,
Everything in me yelling for help
Remember growing up
as a young male,
the world telling me
Always be strong
Now I'm down on life's luck
A man going on to thirty four
With no navigation to weather the
storm
Lost
Strange, now I'm losing my sleep
No more appetite to eat
My once good health
Failing me
Anxiety. Depression, bipolar
personality disorder,
Schizophrenia ...
C'mon fellas,
These are very real
My admonishment therefore is to men:
Let's all speak up, rise, seek help
Get counselling, embrace therapy
Know that MIND cares
Please see next page for more information.*

World Mental Health Day (WMHD)

Celebrate WMHD on 10th October 2024

In honor of World Mental Health Day, here are 5 small changes you can make to help improve your mental health:

1. Connect with others - Spending quality time with our friends/family is important for building self-esteem and providing us with a network that we can rely on when things get tough.
2. Be present in your own life - take time to stop and reflect on the things going on around you and how they bring you joy.
3. Learn a new skill - We've all experienced the deep satisfaction that comes with learning a new skill and whether that's crafting, Cooking, or DIY, it can give us the extra boost of confidence that we all need.
4. Be physically active - exercise is a great way to boost your mood and helps manage stress, anxiety, and low moods. You don't have to run a marathon or go to the gym to enjoy this benefit. A simple walk is a great place to start!
5. Give back and help others - volunteering your time and energy can be a great way to build your self-esteem, find a sense of achievement, and help you feel like you're part of a wider community.

Patient Participation Group

Are you interested in joining?



The Patient Participation Group (PPG) are a group of residents in our community that are a patient with us. The PPG meet with the Reception Manager and Practice Manager to discuss a preset agenda and to openly speak about anything that we all feel could be improved upon.

This can be anything from the look of the waiting area to if there are any issues within the community. We are open to any constructive suggestions on how we can improve. If you are interested in join the PPG, please get in touch where we can invite you in to discuss!

Use the NHS app today!



The NHS app help you to:

Get Well

- Find NHS services near you
- Use NHS 111 online
- Book GP appointments
- Manage your secondary care appointments
- Contact your GP surgery

Manage Your Health

- View your health record
- View test results
- View your NHS number
- Register for a GP online
- Make an organ donation decision
- Link accounts to help manage

Stay Well

- View your prescription details
- Order repeat prescriptions and nominate a pharmacy
- Book a COVID or Flu vaccine
- Receive secure messages from your GP and

Protect the NHS

- It saves money by improving access to NHS services, lowering administrative and SMS messaging costs
- It makes it easier for patients to digitally access services, helping patients receive the best care and supporting healthcare professionals to deliver it

Mental Health and Wellbeing Coaching



Mental Health and Wellbeing Coach

Erin has joined us one day every fortnight to help our patients with things such as anxiety, Low mood/motivation, Stress Management, and other things too! This is not a talking service but is a way to help you learn coping mechanisms and ways to deal with how you feel and how to deal with your day-to-day life. If eligible, you can have up to 6 sessions. First of which is an assessment to determine your needs. If you feel you would like to have an appointment with Erin, please speak to one of the reception team to book in for a GP review who can then refer you to this service.

Annual Health Reviews

Every year (normally around your birth month), we invite patients in for their annual health review. This is for ongoing illnesses such as Asthma, Diabetes etc. We are now trialing sending out questionnaires to some patients, meaning you may not have to come in for your review. If a clinician deems your questionnaire acceptable, it may be that this is all we need! You will first be sent a questionnaire via text/email. If this is not suitable, we will have paper copies for you to collect from the surgery.

Reception and Administration Team

As you may be aware from this newsletter, we are facing pressures and other unforeseen circumstances. We have witnessed an increase in aggressive behavior and whilst we understand frustrations, we totally understand that your health is priority. We are looking into more ways to be able to help, but please refrain from such behavior towards our reception and admin team. We have a zero-tolerance policy with such behavior and if we experience this, we will politely ask you to find a new practice and could potentially give you notice that we are removing you from our records. Of course, this is not something that we take lightly, however we are here to help you and will always do our best to give you the best service possible.

If you have any positive feedback, we would love to hear that too! We take pride in making sure patients are happy with their care here at Hama Medical Centre.

Should you have any questions or concerns about the service you have received, we encourage you to speak openly to our management team *Lisa* and *Sam* who will take your concerns and feedback seriously. If you would like to speak to us, please contact us on 0115 938 2101 or use the email:

nnicb-nn.c84624@nhs.net

We will be in touch to speak with you. Alternatively, you are more than welcome to come into the practice where we can speak with you face to face or arrange a suitable time to do so.

Events around Nottinghamshire:

Goose Fair - September 27th - 6th October



Goose fair is a tradition that dates back to 1284 and is one of the oldest ongoing fairs not only in UK but in the whole of Europe. This worldwide fair brings in around 400,000 each year.

Of course, this means that safety is key to enjoying this fair. St. John's Ambulance are always situated here as well as constant policing meaning it is quite safe.

This year, Nottinghamshire City Council have advertised SEND sessions, with low lighting, minimal noise. This is being held on Sunday 29th September and Sunday 6th October 12pm - 1pm which is the first in the history of goose fair, making it more accessible for even

Childrens Halloween Party (10 and under) - Saturday 26th October

Kettlebrook Haunted Lodge, Eastwood Road

Early party - 4pm-6pm

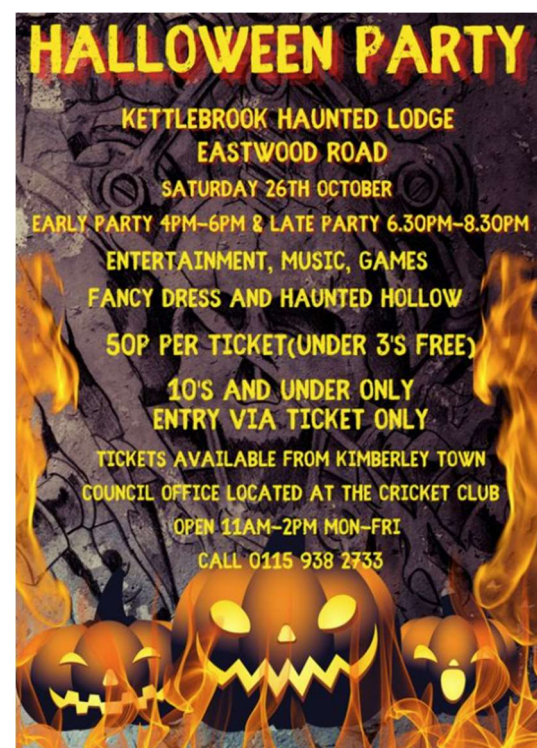
Late party 6:30pm - 8:30pm

Children 10 and under - 50p per ticket. **TICKET ONLY ENTRY**

Tickets available from Kimberley Town Council Office, located at the cricket club.

Open 11AM - 2PM Monday to Friday

Call 0115 938 2733



A Christmas Poem

*For Bereavement at Christmas time
By Toots Design*

If Christmas is hard,
If you've lost someone dear.
Just look in your heart,
And you'll know they're still here.

The star in the sky,
The light falling snow.
The robin outside,
It seems like they know.

If this is a time,
When you're struggling through.
Just do what you can,
For what matters, is you.

There's no need to be merry,
There's no need to bright.
Just do what you can,
It will all be alright.

*If you or someone you know is
struggling with bereavement, please do
not hesitate to contact Cruse
Bereavement Support. They are a
charity that can help and support
through times of need.
0808 808 1677*

Cruse Bereavement
Support

Thank you for reading! Do you have any information you would like us to share? If so, contact us via email on nnicb.m-c84624@nhs.net and put FAO Sam Chevalier-Crampton. We will look at putting information into our next newsletter.

Many thanks,

Sam, Lisa and all the team at
Hama Medical Centre

