

ANNOUNCEMENT

It is with great sadness that we announce the death of Sandy Ferrelly who passed away on 18th January. Sandy was the founding Chair of the Patients' Forum from 2009 to 2018 and will be greatly missed.

A memorial and funeral service will be held in St Marys Church, Godmanchester on Friday 23rd February.

PATIENTS' FORUM VACANCIES

We are seeking volunteers for a Secretary and Health Events Co-ordinator. If either of these roles appeal, please get in touch!

To find more information about the Patients' Forum – together with an easy online application form simply scan the QR code below – or visit :

<https://www.charleshicksmedicalcentre.nhs.uk/practice-information/patients-forum>



Patients Forum - The Hicks Group Practice
www.charleshicksmedicalcentre.nhs.uk

We need your suggestions

We have suggestion boxes in both Charles Hicks and Roman Gate surgeries. We would love to hear from you about ways we can improve them, especially any ideas about information we can provide.'



Spring Newsletter from the Patients' Forum 2024



News from the Hicks Group Practice

We currently have 16,736 registered patients, up 93 since November. Staff news is that Fiona Mawson is moving to a new post as lead Nurse in a practice in St Neots. Health Care Assistant Bo Mead is also leaving to start her nurse training. We will miss them both. We have recruited two new Health Care Assistants who will be starting in February, Christine Means and Krissy Sommers.

The Practice has several other long-serving members of staff employed through another health organisation, the West Cambs. Federation (WCF). These posts were suddenly and unexpectedly made redundant in early January when WCF ran into financial difficulties and subsequently went into liquidation. The staff involved include those who provide our social prescribing services, health and wellbeing groups, care co-ordination, social pharmacists, the community matron team and others. They all contribute hugely to our work here in the practice and the impact on patient services and the workload of other colleagues would have been immense had these posts been lost.

We are delighted to announce that the team at our Primary Care Network (PCN) and the local practices have worked together to form a new company and most of these staff are now able to be employed again and their posts are secured. Plans are currently getting underway to restart appointments for extended access clinics at evenings and weekends in February. We also intend to rearrange and restart our Health and Wellbeing groups and other services that have been temporarily suspended.

A reminder of some support services from the Practice:

- **BSL** We are able to offer a Sign Language Translation service during your appointment. Please advise the practice in advance.
- **Hearing Loop** Both practices have a hearing loop service to support you. We also have a portable device for use in appointments.
- **Translation Service.** If you would require a translator in your appointment, please advise the practice in advance.
- **Safe Surgery.** We are a Safe Surgery committed to reducing barriers to patient registration such as lack of ID, proof of address, immigration status or language barriers
- **Veteran Health** The NHS has a duty to deliver on a number of health commitments in relation to the Armed Forces community, their families and veterans), which are set out in the **Armed Forces Covenant**.



The Armed Forces Covenant?

The Armed Forces Covenant is a promise that those who serve or have served in the Armed Forces, and their families, are treated fairly. Together we acknowledge and understand that those who serve or have served in the Armed Forces, and their families, should be treated with fairness and respect in the communities, economy and society they serve with their lives. Our two principles are that:

- Those who serve in the Armed Forces, whether Regular or Reserve, those who have served in the past, and their families, should face no disadvantage compared to other citizens in the provision of public and commercial services.
- Special consideration is appropriate in some cases, especially for those who have given most such as the injured and the bereaved.
- **For more information please contact <https://www.gov.uk>**



News from the Patients Forum

DiABETES UK
KNOW DIABETES. FIGHT DIABETES.

PEER SUPPORT GROUP FOR TYPE 2 DIABETES

We are pleased to announce a new partnership with Diabetes UK to provide support for any patients of the Hicks Practice with Type 2 diabetes. T2TEAM is a friendly online peer support group for patients with Type 2 diabetes which meets online via Zoom on the first and third Thursdays of each month from 7.00pm to 8.30pm. The group provides peer support for people living with Type 2 diabetes and their family and friends. T2TEAM is an opportunity to exchange ideas and information to support and motivate diabetes self-management. Meetings are often enhanced by guests sharing their expertise in an area related to the diagnosis and treatment of Type 2 diabetes.

Contact the group via t2team.peergroup@gmail.com

or by text to 07732108786



NEW GRIEF CAFÉ AT PINNIES



Pinnies in Godmanchester has launched a 'Grief Café' in their tea rooms twice a month. This provides a much-needed grief support group for anyone who has suffered bereavement and may be facing pain and bewilderment.

The Grief Café is an opportunity to meet with others in a quiet space and to chat and share feelings and emotions with others over tea and coffee. A member of the Pinnie's team has training in pastoral care and can help provide access to other support services.

The Grief Café is open from 1030 -12.00 twice a month on Mondays and all are welcome.