



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 on-line 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



LISTENING TABLES

We want to hear what you think of the Practice?

How can it be improved, would you like more information about health matters that concern you and would you like to join the Patients' Forum?

We will be in Roman Gate Surgery on the 1st Thursday of every month. Please join us.



Late Spring newsletter 2024 from the Patients' Forum

News from the Hicks Group Practice

The number of patients on our list continues to increase, up 83 since January to 16,819, but we still have plenty of staff to cover appointments although this might not always be on the same day.

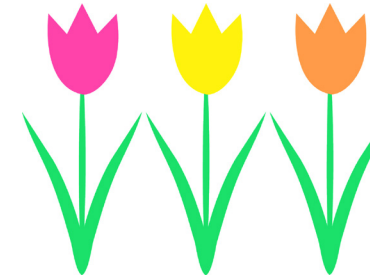
Staff changes Nurse Karen Gilchrist has returned to us and we have a new Health Care Assistant (HCA), Eleanor Bennett, who replaces Bo Mead.

Unfortunately our HCAs, Christine Means and Krissy Sommers are leaving but we will be replacing them ASAP. Dr Laura Grady, and Dr Katherine Davidson have both returned from Maternity leave. Dr Akhila Venkat-Raman, and Dr Ed Wu are now partners at the practice, taking us from 4 to 6. Dr Venkat-Raman has been with the practice since Sept 2020 and Dr Wu joined the practice in July 2023.

We are pleased to announce that our PCN staff members Mick Brosnan (Health Coach); Kasia Lukaszewska and Izabela Golonka (Clinical Pharmacists); Stacey Romaine (Care Co-ordinator); Stuart Hilpert (Digital Champion) and several other behind the scenes staff, have been reinstated following the collapse of West Cambs Federation.

The Community Matron team is taking a little longer to reinstate as we need to recruit a new Community Matron. However we hope that we will soon be able to provide this service again to all our housebound population.

charleshicksmedicalcentre.nhs.uk





The practice has started providing extended access clinics to our patient population, some are face to face appointments but currently the Saturday service is telephone appointments only.

We are currently looking at ways to improve the uptake for our baby vaccinations, by increasing the amount of appointments, and offering patients the option to book the appointment directly.

We continue to offer the MMR vaccines to all those patients that are eligible, especially in light of the recent outbreaks.

We are sad to be losing two long standing members of staff, Joan Tunstall who has been a secretary at the practice for the last 15 years and Maria Cowie, who has been a practice nurse for over 28 years. However you might still see Maria providing the odd session for us to help cover holidays and sickness, as she is not quite ready to hang up her stethoscope permanently. We wish them well in their retirement.

	December	January	February
Appointments all staff Including face to face	4179 2997	4714 3525	4621 3556
Appointments within 1 day or request	2527	2999	2697
Letters processed (incoming)	2786	3149	3023
Referrals made	376	546	495
Medication issues	5762	6112	5882
Test reports filed	1470	1696	1759
Telephone calls in	14,479	23,097	22,293
Births	7	14	3
Deaths	8	14	9



News from the Patients' Forum



PEER SUPPORT GROUP FOR TYPE 2 DIABETES

We would like to promote our 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

THE ARMED FORCES COVENANT



On 12th March, the UK Government launched a campaign to help improve veterans' access to healthcare services and opened applications to the £2.52 million Veterans Mobility Fund.

The key points of the campaign are:

- Government urges UK veterans to access specialist healthcare services through their GPs.
- Veterans can now apply for mobility grants through Help for Heroes to increase independence and choice.
- GP practices are encouraged to become 'Veteran Friendly' and refer patients who have served in the armed forces to dedicated NHS pathways.

You can find out more here:

<https://www.gov.uk/government/news/government-delivers-further-expansion-of-health-services-to-former-armed-forces-personnel#:~:text=The%20government%20has%20launched%20a,2.52%20million%20Veterans%20Mobility%20Fund.&text=GP%20>