

HAWKESLEY MEDICAL PRACTICE

AUTUMN NEWSLETTER 2023



OUR NEW TEAM MEMBERS

We would like to give our new teams members a very warm welcome.

We have Anna Cawthorne – MSK (Musculoskeletal) You may be booked with Anna if you are suffering with Leg pain, Hip pain, Back Pain, Anna can not prescribe but will liaise with the doctors to discuss any treatment and the Dr will issue the prescription.

Ann-Marie Flynn - Mental Health Nurse You may be booked in with Ann-Marie if you have Depression, Anxiety or mental health issues, only if you are 18 or over.

Colette Cadby – Social Prescriber- If you are referred to the social prescriber they can help with many things such as: Social isolation, Difficulty accessing other services, Substance / alcohol misuse, Food bank assistance, Domestic Abuse and many more issues. The social prescriber can help you access activities in the local area.

Iram Bi – Pharmacist You may be booked with Iram for: Structured Medication reviews, Medication review, Asthma reviews / Post exacerbation follow up, HRT review, Pill Checks (BP / Weight to be recorded prior) Delay period queries, Hypertension Reviews / Home BP reviews (BP to be recorded prior) Prescription Queries.

Vikram Thakur – Pharmacist Vikram deals with Prescription Queries, Hospital Discharge, and Clinical letter review/ Tritations.

Imaan Ayub – Remote Pharmacist You may be booked with Imaan for: Structured Medication reviews, Medication review, Asthma reviews / Post exacerbation follow up, Pill Checks (BP / Weight to be recorded prior) Hypertension Reviews / Home BP Reviews (BP to be recorded prior) Prescription Queries.

Simon Edmonds – Paramedic – Simon can see patients of all ages, he can see patients with all sorts of medical problems, Simon does not see patients with

gynaecology problems, also can't do referrals for ADHD, other than that he can deal with most medical issues. Simon can prescribe medication if needed.

We are very lucky to have so many wonderful team members who we can book patient's in for certain problems that don't always need to be booked in with the GP.

TELEPHONE TRIAGE

Each morning our phone lines open at 8.30, the receptionist will always ask for a reason why you would like a GP appointment, this is so we can direct you to the most appropriate service that you require. We also have a GP in reception that gives us advice or guidance if needed.

PHARMACY REFERRALS

As a practice we are proud to be working alongside our local pharmacies in which we can refer patients with certain ailments over to the pharmacy, These include things like UTI, Coughs Colds, Sleep Problems, eye problems, Rash's, Insect bite, Stings, Fever, Sickness, Diarrhoea, Headaches, Constipation, Hair loss, Sore Throats, Earache, Wax, Tiredness and many more things that the pharmacy can deal with. This is our first protocol to refer patients to see the pharmacist.

NONE NHS WORK FEES

Our doctors do get lots of request to fill out various forms or letters of support, this is classed as private work and will carry a charge for this service, there is a new price list displayed in our reception area.

ONLINE PATIENT ACCESS

You can now register for patient access, if you download the NHS app, you will need to bring photo ID and your current email address. With the app you are able to see and book appointments, order your medication via the app which is quicker and more convenient.

DID NOT ATTEND

Between the months of July to September we had **249** patient's DNA.

We understand how frustrating it is when a patient is unable to book an appointment, we also get frustrated when patients don't turn up for an appointment. Remember if you can't attend your arranged appointment please contact the practice to cancel. DON'T BE A DNA!!

COVID BOOSTER AND FLU JABS

We are now at that time of year for most of our patients to be vaccinated against Covid and the Flu Virus. The practice will soon be contacting patients to book you in for these vaccinations. Our trained staff can administer both of these vaccinations together.

PATIENT PARTICIPATION GROUP (PPG)

As a practice we would like to invite our patients to our PPG meeting.

These meetings take place regularly and it gives our patients the opportunity to visit the practice and voice your views and ideas. We really appreciate your participation and opinions, your input is very important to us.

Our next meeting will be held on 22.11.23 all welcome hope to see you there and share some ideas you may have.

PRESCRIPTION ORDERING DEPARTMENT

We no longer take requests for repeat prescriptions over the phone, you can order your medication via the NHS app or calling the pod.

POD - 01213680019 If the lines are very busy and you are in a long queue position you can press 1 and this will hold your position and enable you to have a call back. Or you can email your medication request to sdsmyhealthcare.pod@nhs.net make sure you order your medication before you run out of medication as request can take up to 72 hours.

PLEASE REMEMBER TO ORDER YOUR MEDICATION TO COVER YOU OVER THE BANK HOLIDAYS.



OUR CONTACT DETAILS AND OPENING HOURS

Our contact number is 01214864200

Our email address is hawkesleymedical.practice@nhs.net

Monday 8.30 - 6.30

Tuesday 8.30 - 6.30

Wednesday 8.30 - 6.30

Thursday 8.30 - 4.30

Friday 8.30 – 6.30

Saturday – Closed

Sunday – Closed

Bank holidays - Closed

Our phone lines open at 8.30 every day, they do close daily between 13.00 - 15.00

Our doors open at 9.00 every day.

WHEN THE SURGERY IS CLOSED

When our surgery is closed you can access another service.

Katie road walk in centre 01214152095 7 days a week 8-8

NHS 111- 7 days a week 24 hours a day

Your nearest A&E is The Queen Elizabeth Hospital 24hours a day