



Uppingham Surgery Newsletter

Winter 2025



Welcome to the Winter Newsletter from Uppingham Surgery

Dear Patients

As the colder months set in, we're here to keep you informed and prepared. In our winter edition, you'll find the latest updates from the surgery, practical tips to stay healthy and safe this winter, and advice to help you make the most of the season. Your wellbeing is our priority—let's navigate winter together.

Dr Ibraz Hussain Announces his Departure

After five wonderful years at Uppingham Surgery, I wanted to share that I'll be moving on.

I first joined the team as a GP registrar and have been fortunate to continue here as a GP since qualifying. I have strived to offer patient centred care to the best of my ability. I would like to thank all the patients I have interacted with over the years for their trust and understanding.

I would also like to thank all of the team at Uppingham Surgery who have helped me to develop personally and professionally. It's been a real privilege to work alongside such dedicated colleagues and to care for our patients and community.

I'm deeply grateful for all the support, friendship, and learning I've experienced here. I'll take many fond memories with me and wish everyone at Uppingham Surgery all the very best for the future.

Kind regards,
Dr Ibraz Hussain

Stay Healthy This Winter – Get Your Flu Jab!

Cold and flu season is here, but you can protect yourself and those around you. We're still offering flu vaccinations to all eligible patients – The vaccine is one of the best ways to stay well this winter.

If you're eligible and would like your vaccine, please contact us through our Contact Us Online service or via the telephone. Our team will be happy to help you book an appointment at the earliest opportunity.

Let's keep our community healthy together – your flu jab makes a difference.

Friends & Family Feedback

We value your feedback! After your appointment, you may receive a text message with a link to our Friends & Family feedback form. It only takes a moment to complete and helps us learn from your experience so we can continue improving our care. Thank you for supporting us in enhancing the services we provide.

Arrival of new GP at Uppingham Surgery – Dr Creana Charadva

We look forward to Dr Charadva joining the practice team. In anticipation of Dr Charadva joining us, we would like to share a little about herself.

After initially qualifying and working as a Senior Radiotherapist, Dr Charadva retrained in medicine and graduated from Leicester Medical School in 2014. She went on to complete her GP training at a county practice in West Leicestershire, where she continued to work as a GP for several years. Dr Charadva joined the team at Uppingham Surgery in December 2025.

Outside of work Dr Charadva enjoys spending time with her husband and two young daughters. She has a keen interest in painting, home DIY projects, long walks and travelling whenever possible.

Face Coverings within the surgery – Guidance

If you are experiencing symptoms of a respiratory illness, we kindly ask that you please wear a face covering in the surgery.

Respiratory symptoms may include:

- A high temperature
- A cough – you may bring up mucus(phlegm)
- Sneezing
- A stuffy or runny nose
- A sore throat
- Headaches
- Muscle aches
- Breathlessness, tight chest or wheezing



More information can be found at <https://www.nhs.uk/conditions/respiratory-tract-infection/>

Did not Attend appointments - October 2025

A total of 268 appointments were missed in October 2025. As you can imagine, this represents a significant loss of valuable clinical time. We kindly ask that you let the practice know if you are unable to attend your appointment. You can do this by calling us directly, completing a 'Contact us online submission form' or cancelling the appointment directly through your NHS APP profile.



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Tips to stay well this Winter provided by NHS Online

- Get your vaccines and boosters. Protect yourself and others by getting your flu vaccination, and if you are an at-risk group your COVID-19 booster. Please visit <https://www.nhs.uk/vaccinations/covid-19-vaccine/> to confirm your eligibility.
- Keep warm during the day. Wrap up in lots of layers of thin clothes, even when you go to bed. Keep doors closed to block draughts. Try to heat rooms you regularly use to at least 18°C. Make sure you're getting the help you're entitled to with your heating costs by visiting <https://www.gov.uk/cost-of-living>.
- Keep moving. Move around indoors and try to get outside for a walk. Avoid sitting for more than one hour.
- Wrap up at night. Wear layers to bed, including socks. Use a hot water bottle or an electric blanket. (Don't use a hot water bottle and electric blanket together.) Keep your windows closed at night.
- Eat well. Make sure you eat a balanced diet with lots of seasonal fruit and vegetables. And try to eat at least one hot meal a day.
- Stay hydrated. Regular meals and hot drinks can help you keep warm.
- Have your medication on hand. Make sure you have the right medicines at home in case you get poorly. Ask your pharmacist if you're not sure what medications you should have.
- Stop the spread of germs. Protect yourself and others by washing your hands with warm, soapy water, covering your mouth when you cough or sneeze, and wearing a mask in public spaces.
- Look after your mental health. The winter months can take a toll on our mental wellbeing, so make sure you're looking after your mental health, just as you do your physical health. If you are feeling down, speak to someone – a friend, family member, or a healthcare professional like your doctor.

If you would like to access this information in another format, please visit NHS Online, tips to stay well this winter - <https://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/>

Safe Capacity – Why we signpost patients to another provider when the practice is full

As patients of Uppingham Surgery, you may have experienced occasions where you were signposted to another local service for your health needs.

But why does this happen, and why might you need to seek further advice elsewhere?

It is important for our practice to look after our staff as well as our patients. Applying safe capacity measures allows our clinical team to provide healthcare safely and effectively on the day.

Our website is updated with a Safe Capacity notice, and our telephone audio message also informs you of this when you contact the surgery. When services for the day are full, we may need to signpost you to NHS 111 or a local Urgent Care Centre.

Christmas and New Years Opening Hours

22nd to 23rd December - 8am to 6:30pm

Wednesday 24th December (Christmas Eve) - 8am to 4pm (Dispensary available until 2pm)

Christmas Day (25th December) – Closed

Boxing Day (26th December) – Closed

29th to 30th December - 8am to 6:30pm

Wednesday 31st December (New Years Eve) - 8am to 4pm (Dispensary available until 2pm)

New Year's Day (1st January) – Closed



Barrowden and Gretton Site Closures

Christmas Eve (24th December) – Closed

Christmas Day (25th December) – Closed

Boxing Day (26th December) - Closed

New Year's Eve (31st December) – Closed

New Year's Day (1st January) - Closed

Friday 2nd January (Barrowden Surgery) - 10am to 11am



Key Dispensary Information

As we approach the festive season and colder winter months, we kindly ask all patients to request repeat prescriptions only when needed. Ordering medication too early or stockpiling can lead to unnecessary shortages and delays for others.

To help you stay well through winter, consider stocking up on essential over-the-counter items, such as:

- Pain relief (e.g., paracetamol, ibuprofen)
- Cold and flu remedies
- Thermometers
- Basic first aid supplies

These simple steps can help you manage minor illnesses at home and reduce pressure on NHS services during this busy time.



Patient Participation Group (PPG)

As you are probably aware, the Uppingham Surgery has a small group of volunteers whose role is to represent the patient community of over 12,700.

Our key role is to act as a bridge between the patients and the surgery Management, and to ensure that non-medical process issues are identified and resolved. We also make suggestions on a variety of other topics ranging from the content of various communications e.g. text messages, emails etc., through to acting as a sounding board for updates and improvements to enhance the overall Patient experience.

If you have a topic which you would like us to review and discuss with the Management at the surgery, please get in touch by either emailing John Leslie, PPG Chairman, at: uppinghamsurgeryppg@gmail.com or by leaving him a message at the surgery on 01572 823531.

Whilst all communication will be kept confidential, we are sadly, unable to discuss personal medical conditions or treatment. These aspects of patient care should be addressed to the appropriate clinician at the surgery.