

Hama Medical Centre



Newsletter June 2019

Welcome

We would like to welcome Julia who joined our reception team in March 2019. Since joining the practice, Zoe has undertaken phlebotomy training to join the nursing team twice a week to help provide additional blood test appointments. Zoe has her own clinics on Tuesday and Thursday mornings. Zoe also remains a member of the reception team once a week.



"Hi, my name is Julia. I joined the reception team in March. Previously I worked at a local school as a mid-day supervisor for the last ten years. I have really enjoyed my first few weeks here. Everyone seems really friendly and helpful. I look forward to meeting you all."

"I really enjoy working on the clinical side, getting to know the patients and expanding my knowledge. It's been a great learning experience for me, I never saw myself in this roll when I joined the practice in April 2018 and didn't even see it as a possibility, but now that I've been given the opportunity, I love it."



We are sorry to say that Dr Calder has now left the practice but we are pleased to announce that Dr Petkova (female GP) has now started and is at the practice on Tuesdays and Fridays with both morning and evening surgeries.

Extended Access Appointments

The surgery continues to offer extended GP and Nurse appointments between 6:30pm – 8:00pm. If we are unable to offer you an appointment at Hama Medical Centre there maybe other availabilities at local GP surgeries within the area. This includes Eastwood Primary Care Centre, Giltbrook Surgery and Newthorpe Medical Practice.

Please be aware that these extended appointments are not available to book via the online services so please ask at reception for further details.

Additional appointments taking place here at Hama Medical Centre:

June	July	August
Wednesday 12th	Wednesday 3rd	Wednesday 21st
Wednesday 19th	Wednesday 24th	Wednesday 28th

Congratulations to Jo Stackhouse, RNA

Jo has worked really hard and has recently completed a 2 year university Foundation Degree (Science) **DISTINCTION** in Nursing Associate. The role of Nursing Associate is regulated by The Nursing and Midwifery Council. This is a new role in healthcare which increases the capacity of our nursing team. The practice is very proud and pleased to have been involved in the Nursing Associate pilot scheme which has allowed us to "grow our own" customised to the needs of our patients and the ever developing multi-disciplinary workforce.

Travel Safe

Holiday season is now approaching. If you are travelling abroad it is advisable that you come into the surgery and complete a travel risk assessment form which is available at reception. This helps us to identify if there are any vaccinations you require for your planned trip. Our aim is to keep you safe and protected while you are enjoying your holiday. We kindly ask that you complete this form at least 6 weeks before your holiday so it allows us sufficient time for the nursing team to assess your travel form and book any necessary travel appointments. Please note that you will need to attend a travel clinic if no appointments are available at the surgery.

Farewell Val

After 24 years at the surgery we said a very sad goodbye to Val who retired at the end of March 2019. Val, also known as Gladys to some of you will be missed by all and we wish her all the very best for her retirement.

Thank you to those who attended Val's leaving afternoon which took place at Rumbletums on Thursday 28th March 2019.

Message from Val

"Thank you very much to all the doctors, all the staff and to all my lovely patients for the wonderful send off. Thank you so much for all the kind words, cards and presents that I received. Mark and I are doing lots of holidays this year and will be thinking of you all."



Important Changes To Medication

It is important to be aware that since 1st April 2019 the law regarding medications such as Pregabalin (Alzain or Lyrica) and Gabapentin (Neurontin) has changed and these items have now been reclassified as class 3 controlled drugs. The surgery along with your local pharmacies will ensure that you continue to receive the medicines that you need but please remember to order your prescriptions in advance to allow the surgery to carry out its prescribing process in a safe and timely manner.

Please note that there will also be changes to the rules. These include:

- Only 30 days supply is allowed on one prescription.
- These items can now be sent electronically to the pharmacy so you no longer have to collect your prescription directly from the surgery. Many patients nominate a local pharmacy so that they can collect their medication from there instead of collecting the prescription from the surgery and taking to the pharmacy for it to be dispensed.
- You must collect medication from the pharmacy within 28 days of the date on the prescription.
- Any medicine 'owed' to you by the pharmacy must also be collected within 28 days of the date on the prescription.



Pharmacy

Self Care Management

Following plans from Health Commissioners in Nottingham City last year, there continues to be a limit on prescribed medications as many minor illnesses can be treated effectively and safely using over the counter medicines.

Over the counter medicines are a good way to help you help yourself along with providing other benefits which include saving GP practice time, saving the NHS money and getting expert advice without needing a GP appointment.

Ask at your local pharmacy today.



Wasted Appointments

Between 1st March and 24th May 2019 the surgery received a staggering amount of missed appointments. Despite the surgeries best efforts to remind patients by text message and telephone calls a total of 284 appointments were still missed which is equivalent to 63.5 hours wasted. This has a significant impact on our clinicians as well as delaying the waiting time for our other patients.

Doctors	104 apps
GP Emergency	07 apps
Nurses	156 apps
Nurse Emergency	17 apps

Where are you?



Carer's Surgery

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. They help with daily needs and activities like feeding, bathing, dressing, toileting, lifting and moving and administering medications. Other carers support people who are fairly independent, but may need someone to keep an eye on them, or help them with tasks like banking, transport, shopping and housework. If something happens to you as a carer. When you're caring for a friend or family member who is terminally ill, having a back-up plan is important if something happens to you. If you become ill or have to go into hospital, it's important to know who can look after the person you care for.

If you are a carer, or being cared for please inform our Carer Champions Sue or Debbie, by telephoning the surgery on 01159 382101.



Sue

Debbie

There will be a carers surgery on the last Tuesday of the month between 1pm till 3pm where Yvonne from The Carer's Federation will be here to offer 1-1 advice and support by appointment. Please speak to reception to book your appointment.

A Carers Coffee Morning has been arranged for Thursday 13th June between 9 - 12am by Hama PPG. You are welcome to join us.

CQC Inspection

Inspected and rated

Good

Hama Medical Centre achieved an overall rating of 'Good' in our last CQC inspection which took place on Tuesday 29th January 2019. The full report can be found on the CQC website: <https://www.cqc.org.uk/location/1-1100197140>

Get In Touch

Please note that from the 1st April our fax machine was decommissioned and therefore we ask you to contact the surgery using the following methods:



11 Nottingham Road Kimberley
Nottingham NG16 2NB



0115 938 2101 (Please note that the phone lines are open from 7:30am till 6:30pm Monday to Friday)



noweccg.c84624@nhs.net



www.hamamedicalcentre.co.uk