



Hama Medical Centre



Autumn / Winter Newsletter 2018



Welcome

We would like to welcome two new members to the practice who have joined our reception and nursing teams. Both Emma and Debbie joined in September 2018.

Emma is currently working closely with Val in clinic, of which some of you will have gotten to know her already.

"Hi, I'm Emma, your new Practice Nurse! Since I qualified 10 years ago, I have worked with people living with Dementia. I can't wait to start my new career here at Hama Medical Centre and I look forward to meeting you".



"Hi, I'm Debbie, I started working as a receptionist here at the beginning of September. I was previously a team leader at Sainsbury's where I worked for 24 years. I'm really looking forward to my role and meeting you all".

Farewell to Alison & Laura

We would also like to say goodbye to two members of our nursing team Alison and Laura who have recently left the practice. They will be greatly missed by all of us. We wish them all the best for their future.

Wasted Appointments

Despite text message and phone call reminders the surgery continues to receive a high volume of wasted appointments as patients are failing to attend or cancel their appointments.

Between Monday 3rd September to Wednesday 31st October 2018 a total of 201 appointments were wasted for both doctors and nurses which is equivalent to 33.3 hours wasted.

Doctors	69 apps
GP Emergency	04 apps
Nurses	124 apps
Nurse Emergency	04 apps



This has a significant impact on the availability we can offer to other patients especially when facing the increasing demand for doctor and nurse appointments. If you cannot attend an appointment for any reason please take the time to inform us as soon as possible in order for us to offer the slot to someone else. You can cancel your appointment by phone, in person or via the online services.



Extended Access Appointments

The practice has now improved the availability of GP and Nurse practitioner appointments for both routine and emergency appointments.

You can now book appointments in the evening, weekends and over bank holidays in your local area.

Pre-bookable appointments are available Monday - Friday, 6:30pm - 8:00pm. To book your appointment, please contact the surgery during our normal opening hours. Please be aware that some of the appointments may take place at another GP Practice in the area.

In addition to extended opening, the practice offers extended pre bookable access to our registered patients list at the following sites: Eastwood Primary Care Centre, Giltbrook Surgery and Newthorpe medical Practice, opening Monday to Friday 6:30pm to 8:00pm, Saturday and Sunday mornings 3 hours between 8:00am and 12:00 pm. These appointments are bookable through your registered surgery reception.

Available additional appointments taking place here at Hama Medical Centre.

November	December
Wednesday 7 th	Wednesday 5 th
Wednesday 14 th	Wednesday 19 th
Wednesday 28 th	Wednesday 26 th

Please also note that despite the surgery being open during these extended hours, you will not be able to ring as the phone lines will not be open.

If you need urgent medical advice when the surgery is closed, please continue to call NHS 111.

Public Holidays

Please note the following dates of when the surgery will be closed during the public holidays:

Tuesday 25th December 2018
Tuesday 1st January 2019



Don't Hesitate Vaccinate

Protect yourself against Shingles by getting vaccinated at your GP practice now. Shingles (also known as Herpes Zoster) is caused by the reactivation of an infection of a nerve and the area of skin that it serves.

If you are in your seventies (70-75 or 78-79), you are entitled to a free Shingles Vaccination and are eligible up until the age of 80 or unless the vaccine is contraindicated by your medical history. The aim of the vaccine is to help reduce the risk of getting shingles and reduces the severity of the symptoms if you develop the disease.

Please contact the surgery or speak to Jade if you would like any further information or would like to book an appointment.

Pulse Checks



We are offering pulse checks to patients over 65 years of age during flu clinics.

This is to detect irregular heart beats which may be due to atrial fibrillation (AF). AF is a major risk factor for stroke affecting around 800,000 people in Britain and yet very few people have heard of the condition and even fewer realise that it can increase your risk of stroke by up to five times. In many cases AF related strokes are preventable and blood thinning treatment options can control the condition and keep your stroke risk down.

So ask to have your pulse checked if you are worried.

Over the counter medicines

As part of its self-care strategy, NHS Nottingham North and East, NHS Nottingham West and NHS Rushcliffe recommend people to visit their local pharmacy to purchase medicines and treatments for minor, short term conditions.

It is advised that all prescribers, including GPs and non-medical prescribers, direct individuals to purchase recommended, readily available, over the counter medicines, treatments and products.

Pharmacy First offers you the chance to see your pharmacist without an appointment and if necessary, get the same medicines your doctor would have given you for the problems. You can access the service at most community pharmacies.

No treatment can be provided for babies under 3 months old. Babies under 3 months old should always be treated by your family doctor.

Local Pharmacy Contact Details

Boots Pharmacy
45 Greens Lane
Kimberley
Nottingham
Nottinghamshire
NG16 2PB
Tel: 0115 938 2123

Manor Pharmacy
27 Greens Lane
Kimberley
Nottingham
Nottinghamshire
NG16 2PB
Tel: 0115 938 3327

Mon - Fri	9am – 6pm
Sat	9am – 1pm
Sun	Closed

Mon - Fri	8:30am – 1pm 1:30pm – 6pm
Sat	9am – 1pm
Sun	Closed

GP Online Services

You can now book appointments, order repeat prescriptions and even access your GP records online. Its quick, easy and your information is secure. You can access the online services via a computer, tablet, smartphone or using the surgery's website.

Many of our patients are already registered for this service but we encourage that you also do this by calling into the surgery to register. This method of contact is not only beneficial for our patients but also for the practice. Evidence shows that patients who are informed and involved in their own care have better health outcomes and are less likely to be admitted to hospital.

If you are interested and would like to sign up for the online services just follow our 3 easy steps:

1. Bring photo ID (preferably photo ID i.e. Driving Licence or Passport) to the surgery and advise our receptionist that you would like to sign up for the online services.



2. Complete the short form (which is located on our main reception desk). All the details you need to provide include your name, email address, mobile number, date of birth and your signature.

3. A member of our reception team will then active your account and provide you with your registration details which includes your username and password via your preferred method of contact i.e. printout, email or text message.

You can also register on behalf of your children up until the age of 16 of which they are then able to sign up for their own account.

It is advisable that you register your details within 24-48 hours. We also suggest that you log onto your account at least once a month even if you don't require the service just to keep your account activated. Please speak to our reception team if you need any further assistance.

Active Signposting

Nottingham West CCG GP Practices have recently taken part in a project called Active Signposting.



What is Active Signposting?

Providing patients with a first point of contact, which directs them to the most appropriate source of help.

Right Person, Right Place, Right Time.

This will hopefully help alleviate increased GP pressures, ensuring those patients that need to be seen can do so in a timely manner. This encourages patient choice and control over their care, helping shorter waiting times utilising the right series more efficiently, accessing social, emotional and practical support.

Please feel free to speak to Lisa or Zoe, our signposting leads within Hama Medical Centre for further information.

Manage Your Referral Online

If your GP refers you to a hospital or clinic, ask if you can book the appointment online as it is a fast, convenient and secure method.

Managing your referral online is easy. You can book your own appointment on a date and time that is convenient for you. You may also be able to choose which hospital or clinic you go to.

Once you have booked your appointment, you can check the details, change your appointment or cancel it if it is no longer needed.

To book your appointment online go to www.nhs.uk/referrals. You will need your booking reference number, password and your year of birth.

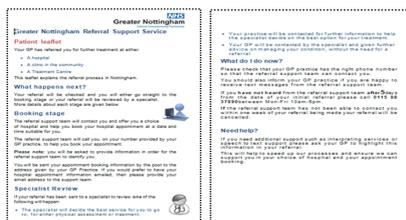
Greater Nottingham Referral Support Service

Changes have been made in regards to the referral process. As from August 2018, the *majority* of referrals are now sent to Greater Nottingham Referral Support Service (GNRSS).

When a GP decides to refer you on for further treatment at either a hospital, a clinic in the community or at a treatment centre, you will be contacted directly from GNRSS once the referral has been triaged to arrange an appointment.

Once the referral has been sent to GNRSS, a patient information sheet will be posted out to you which explains the process.

If you have any queries about your referral then please speak to one of our secretaries.



Carer's Surgery

Please let the surgery know if you are a carer as our carers champions Sue Fee and Zoe Fox are able to support you in your role and provide you with the necessary assistance which includes:

- ◆ Involving you in the care planning of the person you care for.
- ◆ Being kept up to date about events you may be interested in.
- ◆ Providing appointments at convenient times
- ◆ Annual health checks and flu vaccination.

A Carers Federation Support Worker holds a Carers Information Drop In at the practice on the last Tuesday of each month. Our next sessions will be held on:

Tuesday 27th November 2018 from 1pm to 3pm
Tuesday 30th January 2019 1pm to 3pm

If you would like any further information or advice please do not hesitate to contact the surgery and ask for Sue or Zoe who will be happy to help OR as an alternative you can contact Carers Direct on the below contact details.

[Carers Direct](http://www.carersdirect.org)

Telephone 0808 802 0202
Office Hours Lines are open 8am to 9pm Monday to Friday, 11am to 4pm at weekends.
Email CarersDirect@nhschoices.nhs.uk

Clinical Research

Our practice has recently joined the Research initiative scheme (RSI) which was established to support GP practices and help them to become and to remain research active sites. This scheme is run by the Clinical research Network.

The NIHR Clinical Research Network was established in 2006 as part of the Department of Health's response to principles outlined in the NHS constitution, initiating the need for quality clinical research.

The network provides the infrastructure and support services that enable high-quality clinical research to take place within the NHS.

How we do this?

- Assess local feasibility - Assist study teams in identifying primary care sites for their research to take place in and liaises with both parties to ensure studies are set up efficiently
- Enhance NHS resources- Fund the people and facilities needed to carry out the research 'on the ground'.
- Provide impartial research advice and support with a clear focus on safe and ethical recruitment
- Increase staff confidence in research by providing training opportunities and a selection of different studies to get involved in.

Research Active Practices: 130/555 GP sites have recruited at least one participant into a research study. We have joined the scheme on 1st April 2018, we have completed 2 research studies so far and are actively involved in another 2 studies:

MASK study– A randomised controlled trial on the effectiveness of GP/nurse promotion of e-cigarettes in supporting reduced smoking and abstinence in hardcore smokers with smoking- related chronic disease.

Optimise Rx study – The study about the use of a prescribing indicator-based clinical decision support system in general practice.

COMING SOON: ATTACK- (ASPIRIN TO TARGET ARTERIAL EVENTS IN CHRONIC KIDNEY DISEASE) is a pragmatic multicentre open-label randomised controlled trial to determine whether the addition of low-dose aspirin to usual care reduces the risk of major vascular events in people with chronic kidney disease (CKD) who do not have pre-existing cardiovascular disease (CVD).



Get In Touch



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)



0115 945 9208



noweccg.c84624@nhs.net



www.hamamedicalcentre.co.uk