



Hama Medical Centre

News August 2017

Welcome

We would like to welcome Laura who joined the practice nursing team earlier this year. Laura's clinics are held at the surgery on Wednesday morning, Thursday afternoon and Friday morning.



"Hi I'm Laura, one of the new nurses to the team. I started in March and I look forward to meeting you all".



We would also like to welcome back Dr Dal; a female locum doctor who joined us recently. Dr Dal is at the practice on Tuesday evenings and Fridays both mornings & evening clinics.

Carer's Surgery

There are lots of benefits to letting us know that you are a carer.

These include;

- Access to a named Carer Champion, support & information.
- Practice staff will be aware of your caring role.
- Providing appointments at convenient times.
- Free annual health checks and flu vaccines.
- Asking the person you look after for permission to share information.
- Involving you in the care planning of the person you care for.
- An invite to join our Patient Participation Group (PPG)
- Being kept up to date about events you may be interested in.

Please contact Dawn; our Carer's Champion if you are a carer and would like further information, advice or support.

Keep Us Informed

Please keep us updated and advise us on any changes to your personal contact information.

We also ask if you could provide us with your relevant next of kin details which includes name, relationship to yourself and a contact number.

Following the Accessible Information Standards, please inform us if you have any communicational needs or specific requirements such as large print or easy read.

Have Your Say

Do you have any concerns or feedback that you would like to raise with the practice?

There is a 'Comments/Suggestion' box located in the main reception waiting area. You can also complete the online 'Friends & Family Test' which is available on our website or via the following link; <http://www.mysurgeryintranet.co.uk/FriendsAndFamily/surveys/TakeOurSurvey/?surveyId=4421>

Keeping You Safe

Planning on travelling outside the UK this year? You may need to be vaccinated against some of the serious diseases and infections that are found in other parts of the world. Please ask at reception for a travel assessment form. On return, please hand your form to reception where the receptionist will book your travel vaccination appointment. We kindly ask that you can give us as much notice as possible preferably six weeks in order for the nursing team to carry out thorough travel assessments and document whether or not you require any boosters or new vaccinations prior to your departure.

Opening Time Changes

As from the 1st July 2017, the surgery will no longer close on a Thursday afternoon. Additional doctors and nurses appointments will be available throughout the afternoon and evening. Please note that the doors open at 7:25am and close at 6:30pm.

Monday	07:30am – 18:45pm
Tuesday	07:30am – 18:45pm
Wednesday	07:30am – 18:45pm
Thursday	07:30am – 18:45pm
Friday	07:30am – 18:45pm
Weekend	Closed

Wasted Appointments

Between 1st June to 30th June appointments have sadly yet again been wasted for both doctors and nurse's.

Doctors	53 apps
Nurses	58 apps

A total of 111 appointments which is equivalent to 1350 hours wasted. As we continue to receive a high demand for appointments please contact the surgery if you need to rearrange or cancel your appointment.

Patient Participation Group

The PPG is split into two tiers, the first tier being the "Actual" group consisting of 10 members, who meet monthly to discuss any issues to promote new ideas to improve the practice. On alternate months, meetings are held with the GPs, nurses and senior administration staff.

The second tier being the "Virtual" group, currently with 5 members, who do not attend meetings, but receive copies of all correspondence and the minutes from meetings via e-mail. They are invited to comment on any actions taken and raise any matters of concern for discussion at PPG meetings.

In order to ensure that the PPG moves forward and we are able to promote and expand activities for the practice, and continue to organise future events, we are always looking for additional patients to join us as either "Actual" or "Virtual" members. We recently held two Dementia events at Rumbletums in Kimberley, organised by the PPG "Actual" group, both of which were very successful. In attendance were Age UK, Carers Trust, The Alzheimers Society, Intensive Recovery Intervention Service, PICS, Carers Champion, the GPs, Practice Nurses and staff from the Hama Medical Centre. In the future, we will be looking to organise similar events, primarily for patients of the Hama Medical Centre.

Anyone interested in becoming a member of the HMC PPG should contact either the Practice Manager, Julie Thurlby, on 0115 9382101 or the PPG Chairman, Fred Buckland, on 0115 9389017.

Ordering Prescriptions

As from the 1st July 2017 Hama Medical Centre will no longer be accepting prescription requests made on your behalf by your nominated pharmacy. However, this does not affect the collection process as pharmacies are still able to collect your prescription from us on your behalf, unless they have been sent electronically.

Following the changes we kindly ask all patients to order directly to ourselves via written request (handed into reception / posted to the surgery), fax or by using the online services.

Not registered for online services?

Just ask at reception where we will be happy to help. Before we can get you registered, you will just need to complete a short form along with providing a form of ID (preferably photo ID such as a driving licence or passport if you have them). Then a member of our reception team will activate your account using a valid email address and hand you a printout of your username and password.

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	8am – 7pm
Sat	9am – 5pm
Sun	Closed

Mon - Fri	8:30am – 6pm
Sat	9am – 3pm
Sun	Closed

A polite reminder; Please allow 48 working hours for prescription requests to be actioned and processed before being sent to the pharmacy. The pharmacy will then require additional time to process the requests.

Vaccinate before it's too late

Shingles Vaccination

For those people who will turn 70 or 78 years of age on or after the 1st April 2017 are eligible for the shingles vaccination.

What is Shingles?

Shingles which is also known as Herpes Zoster is a reactivation of an infection of an individual nerve and the area of skin that it serves. This results in clusters of itchy, painful and fluid-filled blisters.

Can I have the vaccine if I have had the shingles already?

Yes, you are still eligible for the vaccine and it will help to boost your immunity against further shingles attacks.

Where is the vaccination given?

The shingles vaccination is given in your upper arm and you will only have the vaccination once.

Is the vaccination effective?

The vaccination will significantly reduce your chance of developing shingles and if you do go on to have the shingles, the symptoms are likely to be milder and the duration is shorter.

If you think that you are eligible or would like the vaccination please speak to Jade or our reception team for further information.

Flu Vaccination

This year we will be holding our annual flu clinic on Saturday 7th October 2017. Please ring or ask at reception to find out more information and to book your appointment.

Pneumococcal Vaccination

Patient's who are aged 65 and over or have long term health conditions are eligible to receive the Pneumococcal vaccine. This vaccine helps to protect people against serious and potentially fatal respiratory infections. Please ask at reception for further information.

Get In Touch



11 Nottingham Road Kimberley
Nottingham NG16 2NB



0115 9382101 *(Please note that the phone lines are open from 7:30am till 6:30pm Monday to Friday)*



0115 9459208



noweccg.c84624@nhs.net



www.hamamedicalcentre.co.uk

