

# Winter Newsletter 2017



## Leckhampton Surgery

\* Working Together for Your Health \*

14.12.2017

Issue 3

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## Care Navigation

Cheltenham practices are working together with local pharmacies, physiotherapists and other services to try and ensure that patients get the right advice and treatment within an appropriate time.

**NHS**

Our receptionists are here to help you get to the right service.

Please don't be offended if they ask what the problem is when you call to make an appointment

The receptionist might suggest other professionals that could help you better such as:

- Opticians
- Pharmacist
- Nurse
- Family services
- Support groups

Visit our practice website to find out more about the full range of services available locally

## Benefits of Care Navigation

- Saving of time by not having to come to the Surgery
- Access to the most appropriate health professional
- Quicker access to appropriate medication or treatment
- **ACCESS TO THE RIGHT SERVICE FASTER!**



## Care Navigation - what to expect when you call

When you phone the Surgery, you will hear the message from our Senior Partner, Dr Pascoe-Watson explaining that you might be asked by our receptionists about some basic information regarding your problem. This is to enable them to guide you to the most appropriate health professional. Our team are fully trained to offer you the best available choices. Please rest assured that your problems will always be treated with the utmost confidentiality and we would be very grateful for your full cooperation so that we can give you the most appropriate advice. Thank you.



### Pharmacy Minor Ailments Scheme

*Care navigators are receptionists and admin staff but through specialist training, they also possess additional skills and provide a crucial practice role in improving access to primary care. All with the aim of helping patients to get to the right service faster.*

Patients suffering from any of the conditions listed below may be referred in to the scheme for advice and treatment. Please note that if the pharmacist is not able to help, you will be fast-tracked back to your GP surgery for formal medical advice.

<http://psnc.org.uk/gloucestershire-lpc/services/minor-ailments-service/>

• Acute Pain / Earache/Headache/Temperature • Athlete's Foot • Bites and Stings • Colds / Flu-like symptoms / Nasal Congestion • Cold Sores • Conjunctivitis (acute bacterial) • Constipation (acute) • Cough • Cystitis • Dermatitis / Dry Skin / Allergic Type Skin Rash • Diarrhoea • Hay Fever (Seasonal Allergic Rhinitis) • Head Lice • Haemorrhoids • Heartburn /Indigestion • Infant Colic • Mouth Ulcers • Nappy Rash • Oral Thrush • Scabies • Sore Throat • Sprains and Strains • Teething • Threadworms • Vaginal Thrush

### Hellos and Goodbyes

We said a sad goodbye to Healthcare Assistant Fiona Price, who left in October. Fiona has been a valuable member of the team and had worked with us since 2003. We wish her all the best in her new role!

We welcome Jack Watson, GP Trainee, who started with us in October and will be with us for a year.

Welcome to Vicki who joined our secretarial team back in September.

Warm welcome to our

new healthcare assistants, Helen and Danni who also started with us in October.

Jack, Vicki, Helen and Danni have all settled in very well and are a great addition to our Surgery team.

We also welcome Teresa, our new Finance Officer, who started with us at the beginning of December.

**HELLO**

## Friends & Family Test

The results of our Friends & Family Test are shown below. Patients are asked to give a response to the question "How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?"

	January – November 2017 – Average
Extremely likely (1)	87%
Likely (2)	7%
Neither/Nor (3)	1%
Unlikely (4)	1%
Extremely unlikely (5)	3%
Average number of patients responding to the survey each month	112

## Measles Outbreak in Gloucestershire

If you have been born after 1970 inclusive and have not had an MMR booster we strongly encourage you to get vaccinated. There is a **current outbreak** in Gloucestershire. To book an appointment, please speak to Reception.

## Insurance and Referrals Queries

If you need to follow up on your insurance query or your hospital referral, please email:  
[leckhampton.secretary@nhs.net](mailto:leckhampton.secretary@nhs.net)

For appointments, prescriptions and general enquiries, please call the Surgery regular number  
01242 539080 (Option 1)

The secretaries will aim to get back to you within 24hrs.

## Private Services

The Leckhampton Surgery  
17 Moorend Park Road  
Cheltenham GL53 0LA

### E-mail address

leckhampton.reception@nhs.net

### Website address

<http://www.leckhamptonsurgery.co.uk/>

**Psychology Service** Patients at Leckhampton Surgery can access this service directly following referral from their GP. This is a private fee paying service hosted within the Surgery building. Patients can see one of 3 therapists offering short/- medium term psychological support. For more information please visit the Surgery website.

**Ear Syringe /Microsuction** We provide private microsuction appointments for ear wax removal. You do not need to be registered at our Surgery to attend. The clinic is run by an independent GP based at our Surgery and costs £80 per session. This includes clearance of wax from both ears, an assessment of your ear canals after clearance and a consultation to answer any questions you may have. For more information please visit the Surgery website. Unfortunately, this service is not available to the patients registered with the Practice. We do however have an NHS service for our own patients for both ear syringe and microsuction.

**Private Vaccinations** We provide a full range of private vaccinations for patients who are registered at other surgeries. At present we are unable, due to national regulation, to provide private vaccinations for patients registered at our Surgery unless these are for the purpose of **travel**. Any vaccination can be provided as long as notice is given. For more information please visit the Surgery website.

**Travel Health** We provide travel advice and vaccinations. Further information is available on the Surgery website.

### Working Together for Your Health



## Charity Support

In November 2017 for his sabbatical, Dr Pascoe-Watson participated in a sponsored cycle from Vietnam to Cambodia on behalf of The Cure Parkinson's Trust Charity, to raise awareness and fundraise for this very worthy cause, joining a like-minded group of amateur cyclists now known as The Cyclopaths. The group has managed to collect £36,210.08 - 103% of their target! **Well done Jim and the Team** and thank you to all patients, staff and friends who donated. If you would still like to donate please click on <http://virginmoneygiving.com/team/cyclopaths15> To find out more about the Cyclopaths' adventure, please visit [The Cyclopaths' blog](#)



The Surgery collected £64.32 for Cobalt from the sales of their upcycled cards.

Donation of £50 was also made to Cheltenham Open Door, who Fiona, our previous Healthcare Assistant, now works for. This charity supports vulnerable, disadvantaged and lonely people.

## Repeat Prescriptions

Please ensure you request for your prescription **2 weeks** in advance. Please avoid running out of your medications as the time allowed to process any request is **48hrs**. Although we do our best to provide all patients with their prescriptions in timely manner, sometimes due to staff sickness, leave or other unforeseen circumstances, delays might happen. Please be understanding and help us by requesting your prescriptions in advance. Thank you.



We would like to wish all our Patients a wonderful Christmas and joy for all of the New Year.

The Surgery will be closed:  
Monday 25<sup>th</sup> December 2017  
Tuesday 26<sup>th</sup> December 2017  
Monday 1<sup>st</sup> January 2018

In case of an emergency, please call **111**