

Summer Newsletter 2017

Leckhampton Surgery

* Working Together for Your Health *

25.07.2017

Issue 2

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New Clinical System

As you may be aware, we have recently changed our clinical records system, which has caused some disruption to our services.

We are very grateful for the ongoing patience and support of all our patients whilst we adapt to a better and more

modern clinical system. All our staff have embraced a huge and steep learning curve and your tolerance through this is hugely appreciated.

Online Access / Booking Appointments & Ordering prescriptions

If you wish to book appointments or order prescriptions online please ask at reception to be registered with our new system.

You will be able to email prescription requests direct to the surgery until your online access for prescriptions has been restored. The email address for prescription requests is leckhampton.scripts@nhs.net

Benefits of Online Access:

- Saving of time by not having to call queue
- Transparency of appointments available
- Anytime access
- Ordering repeat prescriptions
- Access to your medical history

Surgery Closure for Training

The Surgery will be closed for training on the following afternoon, 1-4pm:

Wednesday 13th September

Thursday 16th November



Should you require medical attention when the Surgery is closed, please phone **NHS 111**.

Surgery Improvements

We are always looking to improve our premises. If you have any ideas or suggestions that you feel could be considered, please do not hesitate to contact us

New door

We are pleased to inform you that we **have installed** new door at the entrance to the Surgery. The new door opens automatically when entering the building, however you will need to touch the button on the right hand side as you leave.

Magazines

We hope you have been enjoying the magazines in the waiting room. These have been delivered monthly since May thanks to a kind donation from one of our patients. Please enjoy!

Cycle Racks

If you can, please walk or cycle to the Surgery and reserve parking spaces for those patients who need them most. In response to patients' survey, we will be installing new cycle racks so our patients can leave their bikes securely locked.

Hellos and Goodbyes

We said a sad goodbye to nurse Helen Kimpton, who retired in June 2017. Helen has been a valuable member of the team and had worked with us since 2001. Best wishes and happy retirement!!

We welcome Katie Reid, Practice Nurse, who started with us in April 2017.

Unfortunately our medical secretary Kath will be leaving us to enjoy her new life in Shanghai! We wish her the best of luck!

We welcome Dr Nicola Pockett who started in June 2017 and will be training at the Practice for 12 months.

Dr Iain Tebbutt, who has been with us since January 2017, will be finishing his placement

with us next week to further gain experience at another practice before he qualifies as a GP. We wish him all the best!

Dr Jack Watson will take Dr Tebbutt's place and will be with us from October 2017 for a year.

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?"

	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Extremely likely (1)	128	87	105	73	82	96						
Likely (2)	6	6	6	9	4	11						
Neither/Nor (3)	2	0	1	1	1	0						
Unlikely (4)	3	1	0	1	1	2						
Extremely unlikely (5)	6	2	8	0	1	6						
Total	145	96	120	84	89	115						



Flu Clinics Autumn 2017

We **invite and strongly encourage** all eligible patients to get flu vaccinations, which this year will be held at the Century Hall on the following days:

Saturday September 23rd 8.30am to 1pm

Thursday September 28th 12.30 to 5pm

Saturday September 30th 8.30am to 1pm

Thursday November 2nd 12.30 to 5pm

You are eligible if you are aged 65 or older or if you are younger and have a long term health condition such as diabetes, asthma, chronic heart or chest disease, or if you are pregnant or have an increased risk of infection.

Appointments will be available for booking from the end of August.

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 now 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.

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 will be participating 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.

Any money raised will go to the charity, Dr P-W is paying his own expenses.

You can find out more details by visiting The Cyclopaths page on Facebook.

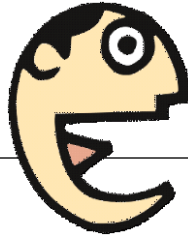
If you would be kind enough to donate some money it would be very much appreciated, and you can do this via reception or via the Virgin Money Giving website below.

<http://virginmoneygiving.com/team/cyclopaths15>



Charity Support

Continued...



From Jim Pascoe-Watson of The Cyclopaths:

I am not a cyclist. I never had any aspirations to become a "MAMIL". But look at me now... Clad in lycra I can be found pedalling (slowly) around the Cotswolds trying to get fit enough to join this group.

I have been inspired to participate in this amazing adventure by the great work being done by The Cure Parkinson's Trust.

The courage and positivity shown by my friend Alison and numerous patients of mine over the years on being diagnosed with PD is extraordinary and humbling and I would like to contribute to the fundraising efforts currently underway to find more effective treatments and a cure for this chronic and debilitating disease.

Four patients in particular have touched me over the past two years:

Two who cope remarkably well with their symptoms with amazing fortitude and two who have sadly passed away within the past few months. It is in their memory and equally importantly as a tribute to their loved ones, who are under such immense stress as carers and are the unsung heroes who enable people with PD to stay at home and live fulfilling lives, that I am proud to ride with the Cyclopaths and raise as much money as possible for The Cure Parkinson's Trust.

Dr Jim Pascoe-Watson

You can find our fundraising page at:

<http://virginmoneygiving.com/team/cyclopaths15>

And finally...



Following last year' success, some of us will be representing the Leckhampton Surgery at the Cheltenham Half Marathon 2017!

We will be running for a cause... details to follow...!