

Leckhampton Surgery

Newsletter

2019

Working together for your health



Welcoming

The surgery would like to welcome-

Nicola Hayward- Health Care Assistant



Goodbyes

Farewell to-

Helen Godfrey- Health Care Assistant

Trainee Doctors

Leckhampton Surgery is a training practice therefore we have trainee doctors joining the team for short periods of time.

We currently have Dr Sophie Boulton and Dr Nicola Kong, they will be with us for 6 months.

Surgery closure

Please note the surgery will be closed from 13.00-16.00 for staff training on the following dates-

- ❖ Tuesday 4th June
- ❖ Tuesday 16th July



GDPR

Due to new government recommendations, we are now obliged to ask for identification when collecting forms. This is to protect patient confidentiality.

DNA (did not attend) appointments

The surgery is experiencing a high number of missed appointments. During March and April, we've had **200** unattended appointments!

This has an effect on valuable clinical time, so please cancel your appointment if no longer required or unable to attend.

Online services

Too busy to wait in the phone queue?

Why not register for our online service; you can book appointments, order medication and if you sign up for medical access, you can even view your test results!

Just pop into the surgery with photo Identification. We will then ask you to complete a short consent form while we print off your username and password.

However medical access will require two forms of Identification. I.e. Passport and Bank statement or Driving licence and Utility bill.

Our Services

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.

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.



Improved access appointments

Leckhampton Surgery is part of Cheltenham Peripheral Network. We work together with 4 other practices to provide extra appointments to meet patient needs. We can offer you an appointment at an alternative surgery, these being, Stoke Road, Cleavelands, Winchcombe and Sixways. These appointments are there to provide patients with immediate treatment for acute problems such as sore throats, ear infections, coughs and colds.

Prescriptions

please ensure you request your prescription 5 working days in advance. Please avoid running out of your medication as the time allowed to process any request is 48 working hours. Although we do our best to provide all patients with their prescriptions in a 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 on time.

Thank you



Leckhampton Pharmacy team
we are very lucky to have our own pharmacy team, Sue and Bev. They help and support anyone with medication queries. They also help out the doctors with changing patient's medication as and when required. They also provide financial support with the NHS costs and keeping the surgery up to date with available and discontinued medicines.



Our Services

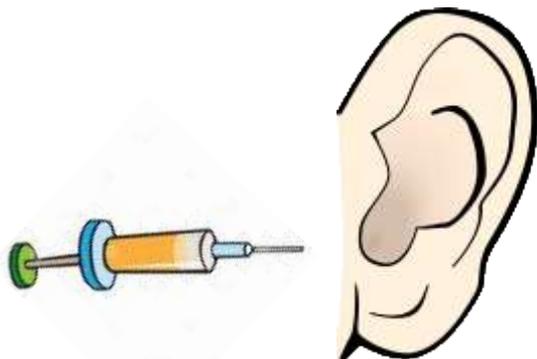
Travel

Leckhampton Surgery provides travel advice for our patients.

Our trained travel nurses require you to have an appointment six to eight weeks prior to travelling. This ensures enough time for you to get vaccinations if they're needed.

*We also require you to complete a travel assessment form. This can be found online, under our services or alternatively, you can pick up a paper copy at reception. Please complete this and pass back to reception **before** making an appointment.*

Please be aware, our nurses no longer give private vaccinations such as Yellow Fever and Rabies. The nurses will give advice and signpost you to private travel clinics to get those vaccinations if you wish to have them. However Typhoid, Hep A and Diphtheria, Tetanus and Polio are on the NHS. These can be given if required.



Ear Syringe

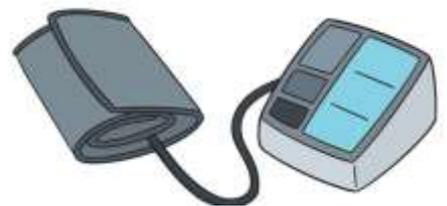
Our highly trained practice nurses can offer ear syringing.

Before this procedure can take place, you will be required to have an ear check with one of our nurses.

Please be aware this is a popular procedure so if needed you will be added to the waiting list which is managed by our nurse admin team.

Blood pressure machine

There is a new BP machine in our waiting room for all patients to use. It is free of charge; please feel free to pop into the surgery at any time to use it. It is located on the far side of the waiting room, near the fish tank. It is perfect for those patients that need to do some readings for their annual review appointment or if you're just curious and want to check your BP. This is also to try and reduce the waiting times on our home bp monitors and if patients didn't want to buy one.



Private Services

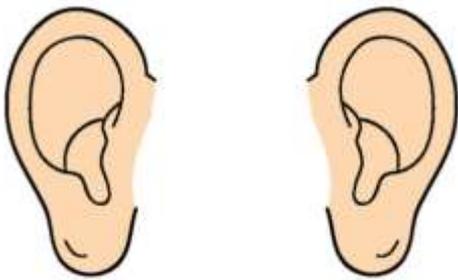
Psychology Service

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



Microsuction

We provide private microsuction appointments for ear wax removal.. The clinics are run on Wednesday mornings by Jan Hall, 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.



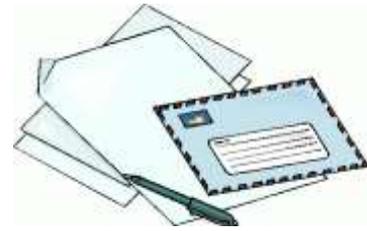
ARC Physio

ARC Physio is a small physiotherapy business that is independently run. They are based at Leckhampton and Churchdown Surgery. James and Angela, physiotherapists, run clinics from Leckhampton on a Monday, Tuesday and Thursday. They charge £45 for 45 minutes.

For any further information or to book an appointment, please contact the surgery.



General info



Secretarial Work

Insurance and Referrals Queries

if you need to follow up on your insurance query or your hospital referral please email:

leckhampton.secretary@nhs.net or Leckhampton.insurance@nhs.net.

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

Letters and forms

The Secretaries require a written letter and a consent form for any form completions or letters. Reception will give you the consent form when you bring your written letter in. This is all part of the GDPR government rules and regulations. It is also private work which means there will be a cost that will have to be paid before the work is completed. This is all explained on the consent form.

Carers Group – Sue Ryder

Sue Ryder Leckhampton Court Hospice's Family Support Team runs a dedicated Carers Group for family, friends or carers of people receiving services from the hospice.



The Carers Group meets the first Monday of every month in the Day Hospice Conservatory at Sue Ryder Leckhampton Court Hospice, Church Road, Leckhampton, Cheltenham, GL53 0QJ and offers tea, coffee and the chance to receive information and support. There is free parking.

B12 UPDATE



If you are a patient receiving vitamin B12 injections your GP will be reviewing your records to see if you are able to move on to oral vitamin B12 supplements. Many patients on B12 injections do not actually need ongoing treatment and can be effectively managed with dietary supplements available from pharmacies and health food shops. If this affects you we will be writing to you with advice and recommendations on monitoring the effectiveness of a change to dietary supplements. Dietary supplements are cheap and easily available and can free patients from the burden of regular injections in most cases.

Charity Support

Cobalt

As you may have noticed in the reception lobby we have a variety of cards. These upcycled cards are brought in by volunteers from the Cobalt charity and get changed over on a regular basis helping to raise money for the cobalt clinic. We have raised several amounts of the past few years! Just a small donation goes a long way!

