



**NEWSLETTER
ISSUE 24
JAN-MAR 2018**

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Practice opening times:

The practice is open

Mon-Fri 7.30-am-6.30pm

Weekend– closed

Patient Forum (PPG)

Are you passionate about health services? Would you like to be the voice of your local community? If yes, then why not joining our PPG? Please contact the group's chair Mr Dennis Bancroft on 0115 953 6005 or email: dennis.bancroft1@ntlworld.com for more information. Alternatively enquire at the reception.



Welcome to the Winter 2018 issue of the Practice Newsletter. We continue our aim to keep you informed of the services at Hucknall Road and also keep you up-to-date with the latest news and developments. You can subscribe to our newsletter at www.hucknallrdmc.co.uk and you will automatically receive a copy via email each time the latest issue is released.

Parkrun

Hucknall Road Medical Centre has become a Parkrunuk practice. Our local park run is Bestwood Country Park, they meet every Saturday at 9am Bestwood Country Park NG6 8UE. Please find a description of the event from the organisers below:

"Bestwood Village parkrun is a FREE weekly 5km event for runners of all standards, which takes place every Saturday at 9:00am in Bestwood Country Park, Park Rd, Bestwood village, Nottingham, Nottinghamshire, NG6 8UE. It is not a race against other runners, but a 5k timed run and it can really be whatever you want it to be, whether that's for fun or as part of a training plan." (from park run website)

We plan to attend a meet in February. If you would like to join us, please contact reception who will put you on a waiting list to be contacted when we have set a date. Alternatively you can join an event now. You MUST register before you go <https://www.parkrun.org.uk/register/form/>

Visit <http://www.parkrun.org.uk/> to find the location of all the Park Runs in the area and find out more about joining.



Training Event

The Practice will be closed from 12.00pm on **Tuesday 5th February and 19th March** for staff training. Please note that on training days prescriptions will not be available from 12.00noon until 7.30am the following day. We apologise for any inconvenience this may cause.

Service updates:

- **Repeat prescriptions**— your prescriptions will be ready to collect after 48hrs from initial request.
- **Home visits**— if you /or a person you care for require a home visit, please ring the practice before 11.00am

Website

For more information on medical news, local campaigns and where to get an advice, please visit our website www.hucknallrdmc.co.uk

Your Feedback

Your feedback is very important to us. Please feel free to write to us with your comments, suggestions or questions. Our address is shown above, alternatively you can leave your comments at the reception.

Clinical Pharmacist

Raj, a clinical pharmacist started working at the practice in September. She has been working behind the scenes on prescription queries and hospital letters. From 15th January, she will start undertaking medication reviews either over the phone or face to face with patients. She is also dealing with the medical discharge summaries we receive from the hospital. Moving forward, she will be undertaking a range of tasks such as:

- Medicine support
- Public health campaign support
- Medicine quality improvement

Clinical pharmacists are highly trained experts in disease and medication that can work as part of the general practice team to provide specialist advice for patients, particularly the elderly and those with multiple conditions, this in turn frees GPs up for appointments.

Successful Flu Season

We have had another successful flu season. Just over 2500 patients have been vaccinated against the flu virus. During our dedicated Saturday flu clinics we vaccinated 948 patients which is more than we have ever done. If you are eligible and would still like the vaccine please contact the surgery.

The Friends and Family Test

We are happy to learn that over the past quarter 94% of responders said they were 'extremely likely' or 'likely' to recommend us to their friends and family. If you would like to comment on our services, please visit our website or pick up a card from the reception.

DNAs—Do you struggle to get an appointment?

Between October—December 2017, 838 appointments were wasted by patients who did not attend. If you cannot make your appointment please ring and cancel or sign up for our SMS service and you can cancel by text. By not attending you are blocking someone else from having that appointment and wasting NHS time and money.

Staff changes

We have 2 new receptionist. They are both still in training but they have settled in extremely well. Their names are Jess and Rachel.