



**Uppingham Surgery**

RUTLAND HEALTH PRIMARY CARE NETWORK

# Uppingham Surgery Update

Summer 2023

## Welcome

Welcome to the second issue of our Newsletter, we hope you find it interesting and informative.

We aim to produce the newsletter 4 times per year to help improve communication between the Practice and our patients. If you have any questions after reading this newsletter or would like to see an article on a particular subject in future issues, please let us know either by phoning the surgery on 01572 823531 or using the online form at

<https://florey accurx.com/p/C82077>

If you would like to receive future issues by email, please sign up to the Practice mailing list.

We provide training for qualified doctors who wish to specialise in General Practice.

In August 2023, we say goodbye to Dr Qamar Hejazi who has completed four months of training with us, over the next year he will have placements in hospital and General Practice. He will return in August 2024 for his final year of training.

We welcome back Dr Maria Amalanaygam and Dr Muni Begum, they will be completing their final year of GP training with us.

Practice learning afternoon – the Practice is shut occasionally for staff training to ensure all staff maintain up-to-date knowledge and skills. In 2023, Uppingham and Barrowden will be closed on the following dates from 1pm:

Thursday 21st September

Thursday 26th October

Thursday 16th November

If you need medical support during these closures, or at other times when we are not available, please see the article on page 2 on how to access health care when we are closed.

## Flu & COVID Clinics

It is fast approaching that time of year again. We are planning our Autumn Flu Campaign!

We are due to start vaccinations towards the end of September. The clinic dates are yet to be finalised as we await confirmation of the COVID Booster vaccination programme. We hope to deliver both vaccines at the clinics.

## Changes for the 2023/24 flu season.

Healthy 50-64 year olds, who do not have any underlying long term health conditions will not be eligible for a flu vaccine this year.

If you are aged 64 but turn 65 before 31st March 2024 you will still be eligible.

Please let us know if you are a carer or a health & social care worker, as you may be eligible to be vaccinated.

Patients will be contacted by text or email to book an appointment online. Those who are unable to book online will be contacted by the practice to arrange an appointment.

Our team will visit those who are housebound.

Having your vaccines at the surgery helps to support the running of the practice.

Look out for more updates on our website, social media and at the surgeries.



# You can access health care in several ways when the surgery is closed:

## Message the surgery:

For any routine medical or administrative queries, or prescription requests that can wait until the next time the surgery is open use <https://florey accurx.com/p/C82077>. We aim to reply within three working days.

## Online advice:

[111.nhs.uk](https://111.nhs.uk) or NHS App - medical advice and symptom checker

For any life-threatening emergencies call 999

## Remember where possible 'Talk before you walk':

If you are ill or hurt and need help fast, but it is not a 999 emergency, remember to Talk before you Walk:

Call NHS 111, open 24/7. Your call will be answered by a highly trained call handler who will ask you a series of questions to diagnose your symptoms quickly and easily in the convenience and safety of your own home. You might be offered a call back from a Doctor, a face-to-face appointment at an Urgent Treatment Centre in the county or home visit if housebound.

NHS 111 aims to help patients access the right services, at the right time and place.

## Mental health support

For NHS mental health support, call the Mental Health Central Access Point on 0808 800 3302. This is a 24/7 free helpline for people of all ages registered at the practice.

## Urgent Treatment Centres

Urgent Treatment Centres deliver urgent assessment, diagnosis and treatment including some blood tests and X-rays. Those patients who cannot be safely treated may be referred or transferred elsewhere if necessary.

The nearest Urgent Treatment Centre is Corby – Cottingham Road, NN17 2UR, it is open daily from 8am to 8pm.

Long waits can be avoided by calling NHS 111 first.

Where possible try to avoid using A&E for anything other than life-threatening or urgent problems to help reduce unnecessary pressure on this service.

## Minor Injury Units

This unit is at Rutland Memorial Hospital, it is open Monday to Friday 10am to 5pm. It is a walk-in clinic for possible fractures and can treat injuries such as sprains, cuts, bruises, minor burns and wounds, that are not critical or life-threatening.

# Telephone advice

If you wish to speak to someone about an URGENT medical problem when the surgery is closed:

0300 323 0671 - Use this number when the practice is closed for staff development (see Page 1)

111 - Monday to Friday 6.30pm to 8am, Saturday and Sunday.

# Do you run a local business?

This newsletter is made available to people in Uppingham and surrounding villages online and in paper copies which are available in surgeries and community hubs.

If you would like to advertise in future editions and help support the costs of producing our newsletter please email [Daniel.Medhurst@nhs.net](mailto:Daniel.Medhurst@nhs.net).



# Helping you to understand the Dispensary

It is not possible to give a comprehensive overview of how the Dispensary works in one newsletter but over the next few newsletters, the Dispensing Team will produce several articles; this month we will focus on Prescription requests.

The surgery dispenses to most villages within our Practice boundary. If you live in one of these villages, we can prepare your medications for you. They can be collected from Uppingham, or one of our branch sites at Gretton or Barrowden. We are not permitted to dispense to patients who live within a mile of Uppingham Surgery, due to NHS regulations.

We ask that patients make prescription requests through the NHS App, SystemOnline or by dropping in your repeat prescription list in the post box at the front of the building. If you have access needs, you can phone 01572 820123 between 11am and 12pm (Monday to Friday).

There is an ongoing national supply issue with many medications. We ask you allow five working days after requesting your medication, so we have time to prepare and dispense your medication – this allows us to get your medications re-authorised by a clinician, order stock or source an alternative item (if there are supply issues with your medication).

You will receive a text message when your prescription is ready for collection, unless you have opted out of this service or do not have a mobile phone registered with us.

In line with local and national guidance, we only issue one month's medication at a time and usually only when it is due. If you require medication early, please add details to your request and we will try and oblige. If you are travelling for a long period of time, we can only issue up to 3 months of medication on the NHS, if you require a larger supply it will need to be on a private prescription which will need to be paid for.

## LOROS Hospice - Volunteering

Would you like to help provide support for people with cancer and their relatives? If so, LOROS are looking for volunteers for their Compassionate Neighbours scheme. If you are interested, follow this link - <https://loros.co.uk/vacancies/volunteer/compassionate-neighbours-volunteers>

## Clinical Research – Volunteering

The University of Leicester are looking for volunteers aged over 60 for their Covid Research Study. This study aims to improve the understanding of disease caused by COVID.

For more information email [cardiologyresearch@uhl-tr.nhs.uk](mailto:cardiologyresearch@uhl-tr.nhs.uk) or call 0116 2583385. You do not need to have had COVID to volunteer.



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**WILLS INNS**

UPPINGHAM



EAT - DRINK - STAY - EVENTS - WEDDINGS





**Uppingham Surgery**

RUTLAND HEALTH PRIMARY CARE NETWORK

# Getting To Know Us

## **Liane Andrews – Health Care Assistant (HCA)**

I joined Uppingham Surgery in 2015 having moved from my previous surgery in Hertfordshire where I spent my time both as an HCA and receptionist. I have an interest in research and a holistic approach to health.

As a member of the nursing team my role includes many different types of tasks including diabetes reviews, NHS health checks, phlebotomy (blood taking) dressings, seasonal vaccinations and much more. I am involved in infection control management within the Practice – although this role is unseen by patients, it keeps everyone safe. Most of all I see my role as a way for patients to connect with the surgery and through good communication I can inform patients what services are available and give them a fully rounded patient-based experience.

## **Marisa Allen B.Sc (Hons), MSc – Advanced Nurse Practitioner (ANP)**

I joined the surgery in 2020. I qualified as a nurse in 2013 and started working in Primary Care as a Practice Nurse after a year working in Medicine for the Elderly at Peterborough City Hospital. I went on to study a further degree specialising in diabetes in 2016 and followed this (by gaining a Masters degree in Advanced Clinical Practice in 2020). I work autonomously in both triaging and assessing patients, diagnosing, treating, and prescribing for patients with new, chronic, and multi-dimensional problems. I can refer and admit patients to the appropriate hospital-based specialists where necessary. I can also request, interpret, and act on diagnostic tests and investigations to formulate an action plan in collaboration with the patient's preferences. I work alongside the GP team and support(s) nursing colleagues with the aim to provide a further level of holistic and humanistic care for patients.

## **Patient Services Team (PST)**

Historically we would have been known as Receptionists, but the role has expanded into a job which is more than just answering phone calls and now encompasses many aspects of the administrative side of patient care.

There are currently eight of us and a Reception Manager who work at Uppingham and the branch surgeries. Behind the scenes we keep the Practice running and ensure that clinicians can do their job effectively and efficiently by ensuring patients are seen by the most appropriate person for their needs. We respond to online consultations and emails, deal with internal tasks sent by other Practice staff, organise District Nurse visits, register new patients and remove patients who have left the Practice. We process requests from insurance companies, the Department of Work and Pensions and the DVLA, order supplies for the Practice, cover secretarial duties and liaise with hospitals when dealing with queries about referrals, ensure the building is safe and the fire alarms are functional.

On average we answer 340 phone calls a day and respond to 36 online consultations every day.

We constantly strive to provide every patient with an excellent service. With the introduction of the online request portal for routine queries this has helped us get the right answer first time to patients and helped improve phone access for urgent queries and people who cannot access the internet. The link for online queries can be found on the surgery website or at <https://florey accurx.com/p/C82077>



## **Patient Participation Group (PPG)**

Your local PPG is a group of volunteer Patients who work closely with the Surgery, and act as a critical friend.

If you need to contact us, please email Your PPG Chairman, John Leslie, in confidence, at the following address:

[uppingham.surgeryppg@nhs.net](mailto:uppingham.surgeryppg@nhs.net)

Please note that due to Patient confidentiality, we are unable to progress any medical issue on behalf of Patients.

01572 823531

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