

# Hackenthorpe Medical Centre - Newsletter - Autumn 2017

Welcome to the first Hackenthorpe Medical Centre Newsletter . These will be issued quarterly with a view to keeping you upto date with changes/progress at the Practice.

## New Starters

The Practice would like to welcome Karen Goddard to the Team. Karen is an experienced Practice Nurse with many years experience. I am sure you would like to join us in welcoming her to the Team.

## Nurse Practitioner

Just a reminder that we have an experienced Nurse Practitioner (Rebecca Page) who can help with the following conditions:-

- Rash
- Chest infections
- Hay fever
- Joint Pain
- Stomach ache
- Period/menopause problems
- Moles
- Lumps/swellings
- Vomiting and diarrhoea
- Headache
- Water infection
- Ear, nose and throat problems

Please inform our Receptionist if you have any of the above and they will book you an appointment.

We operate the NHS **Zero Tolerance** Policy to safeguard staff and patients welfare. Our Team shall always show due respect and courtesy when dealing with patients. In turn, we would request patients to reciprocate the same. No form of verbal or physical aggression will be tolerated and may result in the patient being removed from the Practice list.

## Flu Season 2017

As winter is approaching we are encouraging eligible patients to have their flu jab. To be eligible you must meet one or more of the following:-

- Aged over 65
- Pregnant
- Child or Adult with a long term condition (ie heart or respiratory disease)
- Child or Adult with weakened immune system
- Carer
- Children born between 1<sup>st</sup> September 2013 - 31<sup>st</sup> August 2015.

**BOOK YOUR APPOINTMENT NOW!**

## Are you a Carer or do you have a Carer?

If so, please could our Receptionist know your name and details so we can add you to our Career's Register.

This will enable us to offer any support available or if needed.

## Practice Opening Times:-

- Monday 08.30 - 18.00
- Tuesday 08.30 - 20.00
- Wednesday 08.30 - 18.00
- Thursday 08.30 - 18.00
- Friday 08.30 - 18.00

## Woodhouse Satellite Hub

Evening and Weekend appointments are available with a GP or Practice Nurse at Woodhouse Satellite Clinic for patients registered with practices in the South East of Sheffield. Following a triage telephone call with our Duty Doctor, we can book people in for same day out of hours appointments. Please note:- If you are attending Woodhouse Satellite for a change of dressing you will need to take your dressing with you. There are also Physiotherapy initial assessment appointments available.

## Care Navigation

Many people already find navigating the Health Service difficult with patients finding it difficult to access the services they need. There are also many voluntary and direct access services that are not well known. We are, therefore, training our Receptionists to signpost you to the right services first time. Please do not be offended if they ask what the problem is when you call to make an appointment. They need this information to ensure you are seen by the most appropriate service/specialist. Our Receptionist will never offer clinical advice or triage, it is about offering you choice to see other specialists within our practice team.

This will help free up GP time to care for the our patients with complex needs or serious health problems. More importantly it means you are seen by the clinician who is best placed to deal with your problem.

## Electronic Prescriptions

Did you know you can now have your prescription sent electronically to a Pharmacy of your choice, saving you time in collecting from the Surgery. Please see Reception and inform us of your chosen Pharmacy.

You can now follow us on Facebook:- Hackenthorpe Medical Centre