

## Practice News— Issue 5

As winter approaches so we begin to batten down the hatches to keep those winter ills away. Hopefully by now those who are eligible have had their Flu jabs and we begin to think about those who are more vulnerable than ourselves to the cold weather. Don't forget to keep an eye on neighbours and family members and make sure that they have access to warm clothes and hot drinks. A knock on the door to check if they need any shopping doing never does any harm especially if pavements become slippery and weather becomes windy and wet. As our population ages so there will be a time when we will be the ones in need and appreciative of that call from a neighbour or family member. Enjoy the festive season.



### Calling Emergency services on your mobile?

999 has become the number we all know for those life threatening emergencies. One of the questions you will be asked is "Where are you " so the ambulance can be despatched as you are talking. That's fine if you are in a house or the centre of a town but what if you are out walking in the hills or you are in a place you don't know. The chances are you will be using a mobile phone to call for assistance so try to **remember the number 112**. This is the international emergency services number which works in all European countries. The difference being is that using this number enables the Emergency Services to locate you within 5 metres. If you dial 999 on a mobile then the result is a much larger area is identified as your location. As soon as you connect with the operator your location is shown saving valuable seconds.

### Do you look after someone?

Many people look after someone whether it be a family member or a neighbour. This might mean a husband or wife looking after their partner 24 hours a day or just the fact that you go to see a neighbour every so often to check if they are OK. Both of these cases mean that you have access to support. Below are some thoughts from a Carer.

### Caring through a carers eyes—by Tracy Underwood

*Being a Carer is a job most people find themselves doing. Not through choice but sometimes through a change in health. I was thrown into this position some 20 plus years ago when my husband had a work accident. Our life was changed overnight. Life became very different from the life we had planned. Our income suffered, socially we were*

*excluded and we became homeless. Life's worries and priorities change when a loved one becomes ill. Life becomes part of a health system of waiting and hoping for something better to improve the life of the person you care for and that of the Carer. Emotionally you're on a roller coaster ride, suddenly having to rely on services and the benefits system to support you financially. Now learning that to be a full time carer you can't just go out or make plans without considering what happens to the person you care for.*

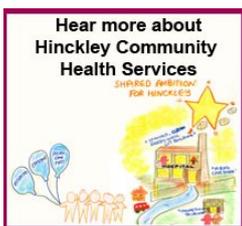
*Most carers just care! and don't even think about the fact they are caring.*

*When asked I used to tell people I didn't work as telling them you are a carer people don't understand what this means. Over the years I've become more used to saying I'm a carer even if that means explaining how different my life is. I feel now the more I explain not only do I hope being a carer will be seen as a job but that peoples understanding of how different peoples lives are can only lead to more understanding ,tolerance and support for carers.*

*Life as a carer can be a lonely one. Support is something we all need to continue in our Caring role. Doctors are in general the first person a Carer will go to. From my experience when you've got too much to deal with it maybe then and only then that they are identified as a carer!!!. Although support varies from surgery to surgery all surgeries can sign post you to relevant services. A lot of carers don't want physical help with their caring role but support for their own needs and not to be treated as so and so's carer. There are plenty of support groups or organisations that can help give advice and support out there. Finding them can be difficult. It's only been in the last few years that I*

Alternative NHS services provide quick, professional healthcare, 7 days a week. Visit [www.choosebetter.org.uk](http://www.choosebetter.org.uk)

You can  
choose better



was given the option to contact **Leicestershire support for carers**. At the time I was desperate just to have someone to talk to. It was a scary thing actually making contact to start with and asking for help but all the staff are helpful. Not only can they contact other agencies on your behalf but they offer courses for carers, workshops and a befriending service. They have online contact too for those who have use of the Internet. The most important thing as a carer is to find ways of looking after yourself and getting support to carry on caring.

From the article above you can see that being a Carer means that signposting to support is vital however little that support might be. For more details visit [www.nhs.uk](http://www.nhs.uk) and search for "Social Care and support Guide" Select the first option listed. Ask your GP about support services available to Carers;

**Website; [www.supportforcarers.org](http://www.supportforcarers.org)**

**Contact Number; 0845 689 9510**

## Getting Appointments

How many ways are there to get an appointment at the GP surgery?

1. Telephone the surgery—lines open at 8am until 6.30pm
2. Call into the surgery
3. Go online and use your ID and password provided by the surgery. Some appointments are released after 5pm the day before.
4. Call the surgery and ask for a telephone consultation.

## You Said We Did

Following the Practice Appraisal with the Clinical Commissioning Group a number of targets were set of which a number are shown below underlined

- A non premium telephone line—this is now in place
- Improve seating at Barwell—new seats in place .
- Improve communication—installed PPG noticeboards at Barwell and Hollycroft. Created Newsletter
- What services are provided at local hospitals— list produced and circulated at PPG meeting
- To promote online booking of appointments— information via notice boarding and Newsletter
- To show what the PPG has done—You said We Did
- To find ways of distributing the Newsletter electronically—Newsletters now posted on surgery website. Email addresses to be looked as a means of circulating.
- All presentations from PPG meetings posted online along with the minutes.

Bring any suggestions to the next PPG meeting (Dates on the notice board)

## Community Healthcare Project

For over 18 months the CCG (Clinical Commissioning Group ) has been collecting peoples' opinions about their experiences of healthcare in the H&B area. Meetings have been held with the public at the George Ward Centre and at Hinckley Golf Club. Following these a number of scenarios have been created which will be looked at further as part of the 5 Year Plan called "Better Care Together" which is addressing the health needs of the whole of Leicester, Leicestershire and Rutland.

So far these scenarios consist of :-

- Investing in a new endoscopy suite in Hinckley and increase activity through this service
- Delivering day cases that do not require general anaesthetic from alternative settings in Hinckley (ie. GP Practices or from Hinckley Health Centre)
- Moving all day cases that do require general anaesthetic to acute hospitals (George Eliot & LRI)
- Increasing the level of outpatient activity delivered in Hinckley Health Centre
- As a result of the above, to close Hinckley & District Hospital

Details are available at each PPG meeting and further public consultation involving "Better Care Together" and the Hinckley and Bosworth (H&B) plan will be publicised towards the end of November.



My company is developing a cure for baldness using Stem cells!

Look forward to seeing you at the next PPG meetings either at Barwell or Hollycroft. See notice board for details or contact Denise Luton at Barwell Surgery.

## Staffing

We wish Stef Bagshaw who was a Receptionist at Hollycroft for over 10 years a long and happy retirement Dr. Fatima Ghumra will be leaving us in November and we wish her well for the future.

Kerry Taylor HCA Hollycroft left us in November we wish her well for the future

New staff – We welcome to the Practice; Receptionists; Bryony Bickley, Emma Ginns, Sam Dimbleby One of our staff members, Caroline Smith, has taken over as the new Health Care Assistant at Hollycroft and there is another Health Care Assistant who will be commencing with us in December.

**\*\*\*\*FLU VACCINES\*\*\*\***

**Flu vaccines saves lives and prevents hospital admissions so if you are eligible, please come in to the surgery to get your vaccination. You will be squeezed in when convenient.**