

# Brant Road Surgery Newsletter

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## February 2016

☺ WELCOME ☺

We are delighted to have appointed a new GP, Dr Syed Raza. Dr Raza will be working at both surgeries and brings with him plenty of experience from training and practicing as a GP in Lincolnshire. He is already settling in and fits in well with our team.

Since our last newsletter, we also welcome to our team our new Practice Nurse, Debbie and our new receptionist, Paula who both bring with them a wealth of skills and previous experience of working within the NHS.

WELCOME...BACK!!...

...to Shona Steele, who returns to us on 1st February. Patients will remember her from the past as one of our team of nurse practitioners. She comes back with ideas and experience of modern general practice to help us develop our services.

☹ GOODBYE ☹

We are sorry to be saying goodbye to Dr Steve Douglas. Dr Douglas was a locum doctor who came to help us when we were short of doctors and ended up staying for over a year. He has been popular with patients and staff and we wish him well. You may still see him from time to time as he has promised to help us out in the future to cover holidays!

**DO REMEMBER TO TELL US OF ANY CHANGE IN ADDRESS  
OR PHONE NUMBERS SO THAT OUR RECORDS ARE UP TO  
DATE!**

## RIGHT PERSON, RIGHT TIME, FIRST TIME.

After much planning, from 1<sup>st</sup> February we are launching changes to our appointment system with clear distinctions between the Urgent Care Service; GP Service and Practice Nurse Service.

! This ensures that patients get timely, unhurried care from the person best suited to their needs. Most urgent, 'on the day' care will be provided by our highly trained Advanced Nurse Practitioner team of Rebecca Franks, Shona Steele and Kay Piper. This allows the doctors more time to see long term conditions and reviews as well as providing quick consultant input for complex urgent cases.

Do bear with us as we get used to the new system and perfect it. We think that it will benefit everyone. There are yellow leaflets explaining the new system in reception and staff are happy to answer questions.



Due to an ageing population and more care at home we have an increasing demand for lunchtime home visits. In the time that it takes for a home visit, a GP or Nurse Practitioner could see 3-4 patients in the surgery. We only offer home visits to truly housebound people who do not leave their home. If you can possibly attend the surgery, please make an appointment. This means that we can examine and treat you with access to equipment and have time to see more patients.

Our Nurse Practitioner and nursing teams also perform some of our home visits now, if appropriate.

## PATIENT PARTICIPATION GROUP

We now have an active PPG at Brant Road Surgery. They have brightened the waiting room with an informative noticeboard. Do have a look. They are always looking for more members who are keen to support the work of the surgery and are currently looking to re-appoint a secretary and a chair for the committee. The PPG's AGM is being held on 31<sup>st</sup> March 2016 at 7:00pm at the surgery. All welcome to attend. The PPG now has a facebook page where you can find out what sort of things the PPG have been up to and are currently working on.



### NAMED GP

You may be aware that with effect from 2015/16, it is now a contractual obligation for all patients (including children) to have a named GP. (This was already a requirement for patients aged 75 and over under the changes to the 2014/15 contract). We have allocated named GPs for all remaining patients according to which GP our patients are individually registered with. Having a named GP does not restrict which doctor you can see; we are very keen for you to continue to see the GP of your choice. The named GP is purely responsible for overseeing the co-ordination of all appropriate services required under the GP contract and to ensure they are delivered to each of their patients, where required.

### Outdoor Area

The Practice wishes to thank Les for keeping our outdoor area tidy. We do continue to have lots of litter being left around the surgery and are very grateful to Les for volunteering his services so frequently.

We are finding more and more dog 'mess' at the back of the surgery. Please can we respectfully ask that the surgery is not used as a dog-walking area.

### Text Santa



On Friday 18<sup>th</sup> December we all got into the festive spirit and wore our Christmas Jumpers for the day. Thank you to our reception team for organising this and special thanks to all of the helpers who gave up their spare time so willingly. The grand total raised from coffee and cakes sale, the raffle, jam sales and other donations was £212.02. Thank you so much for your generosity.

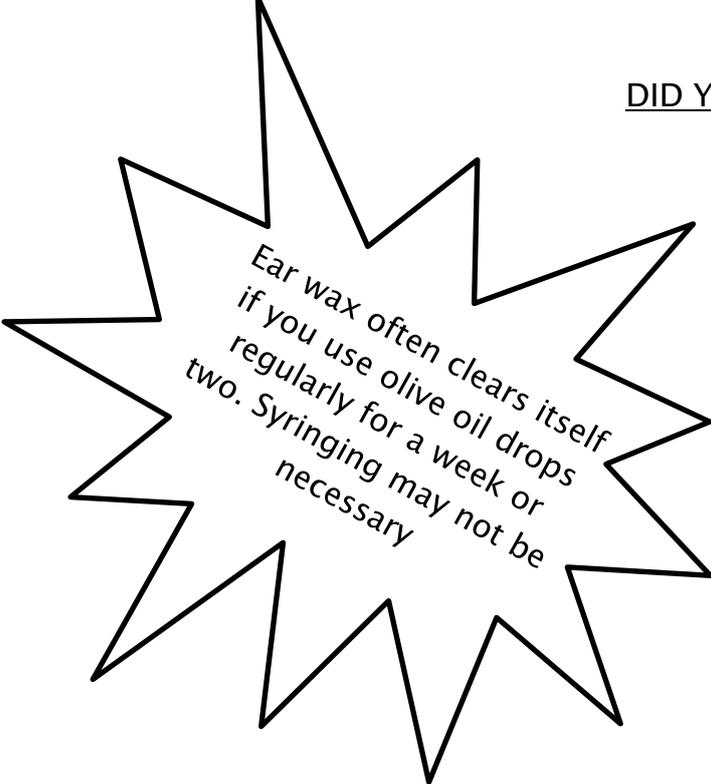
### Reception refurbishment

We are thrilled that our reception refurbishment at Brant Road is now complete. As well as creating a much nicer and more comfortable working space for our staff, we hope that you will find that by re-designing the frontage, that the access has been improved for our patients. It has taken a few months to accomplish this refurbishment and we thank you enormously for your patience and understanding during this time.

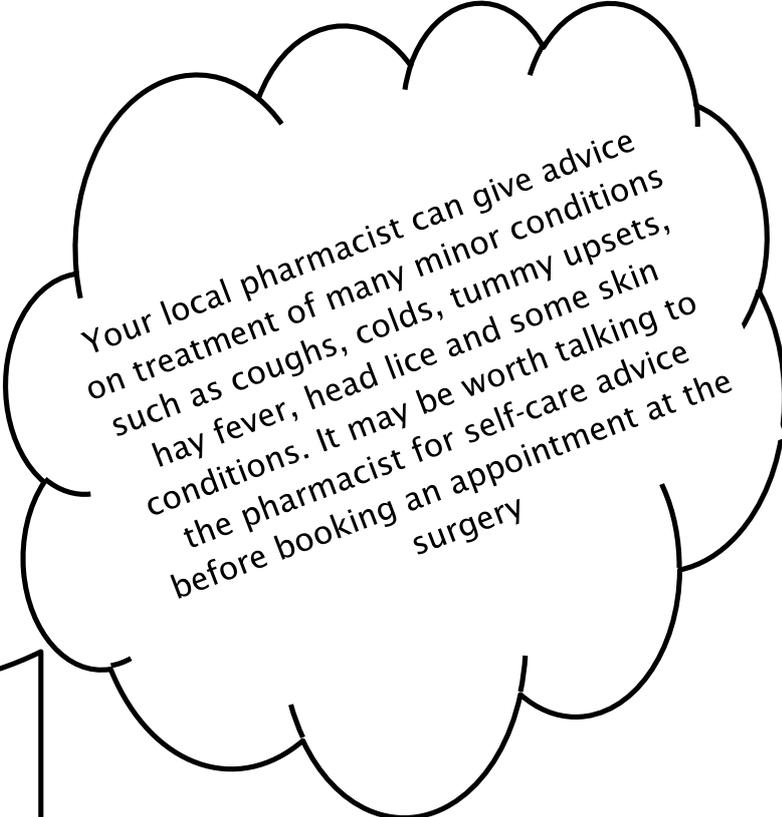
## Christmas Sacks Appeal

We were very proud to take part in the Lincoln Christmas Sacks Appeal this year. Families are referred to Bridge Church, Lincoln by professionals who are working with them to help them out of poverty. At Christmastime, Bridge Church deliver and collect Christmas Sacks to different locations in order for the public to be able to donate new or unused items so that the appeal can put together Christmas Sacks and food hampers for local families in need. Thank you so much to everyone who contributed to this worthy cause.

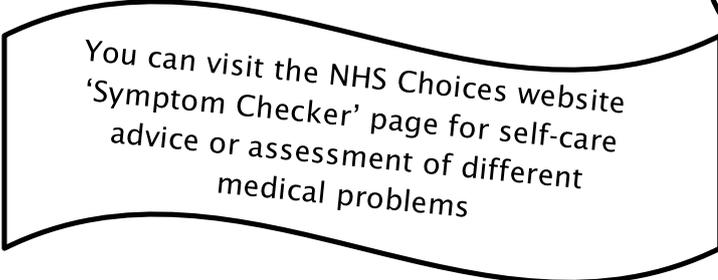
### DID YOU KNOW??



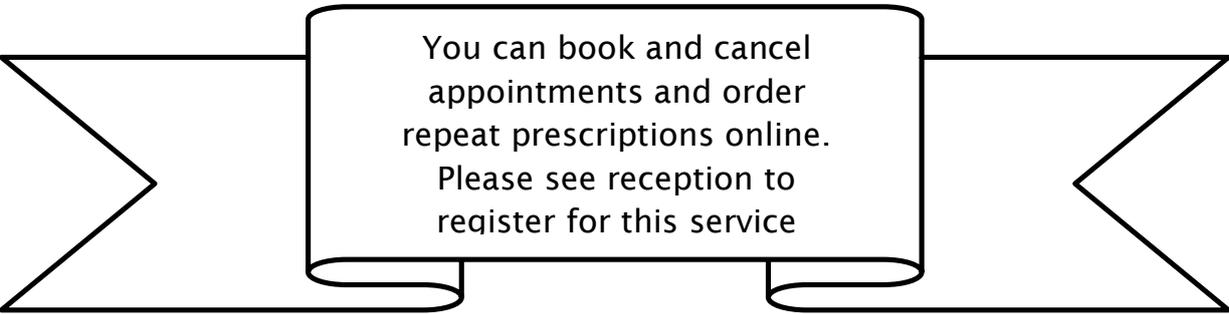
Ear wax often clears itself if you use olive oil drops regularly for a week or two. Syringing may not be necessary



Your local pharmacist can give advice on treatment of many minor conditions such as coughs, colds, tummy upsets, hay fever, head lice and some skin conditions. It may be worth talking to the pharmacist for self-care advice before booking an appointment at the surgery



You can visit the NHS Choices website 'Symptom Checker' page for self-care advice or assessment of different medical problems



You can book and cancel appointments and order repeat prescriptions online. Please see reception to register for this service