

HEATH LANE NEWS

Heath Lane Surgery | Earl Shilton | Leicestershire | LE9 7PB

Please Welcome

Heath Lane Surgery is a training practice; we teach new doctors (foundation year) and those wanting to become GPs at the practice. These GP Registrars are fully qualified doctors in training to become a GP. We currently have three doctors training with us at the moment:-

Dr Sadia Malik (f)

Dr Amarjyot Sangha (m)

Dr Yasmin Qureshi (f)

In other news

- Minor illness clinics started in January 2016. One of our nurses, Alison Crowe, has completed a non-medical prescribing qualification which enables her to treat and prescribe medication appropriate to minor illnesses for Adults.
- Local newspaper, The Hinckley Times, recently reported on the CQC's (Care Quality Commission) inspection of Heath Lane Surgery in January 2016. For more information regarding the report of the inspection please refer to our website:
www.heathlanesurgery.co.uk



Welcome to our first edition

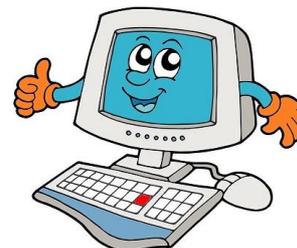
We are very excited to present our first newsletter to our community. Our goal is to keep you informed on practice updates, hot topics and future events.

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Computer system upgrade

Heath Lane Surgery will be undergoing a computer system upgrade from 13th June until the 8th July 2016.

During this period appointments and phone calls will be affected and we ask that between **17th June and 30th June patients only contact the surgery in an emergency.**



Please also remember to order your medication early to ideally avoid contact during this period. For patients that use our online services, due to the system upgrade, these services will be temporarily suspended leading up to the upgrade and we will be in contact with you once online services are available again as you will need to **re-register for access.**

Should you require more information, please ask our reception staff for a leaflet.

Making Appointments

Did you know there are different ways you can make an appointment? Doctors' appointments can be made the following ways:-

- In advance via the website www.heathlanesurgery.co.uk
- On the day for urgent problems

Do you need an emergency appointment? It will help considerably if you can observe the following when seeking an appointment as an emergency:-

Non-urgent conditions:

Ongoing, stable conditions.
Repeat prescription requests.
Sickness certificate requests.
Routine test requests.

The above conditions and requests do not require an emergency appointment

Urgent conditions:

Chest pains. Breathlessness.
Wheezing. Bleeding. Painful eyes. Blackouts. Stomach pains.
Any severe pain.

Please only request an emergency appointment for the above conditions.

- Also telephone consultations can be made for issues that you do not have to be seen physically for
- Nurses appointments can be booked over the phone or face to face.
- Please do not be offended if the receptionist asks you what you want to be seen for. The time you are required to be seen for varies depending on what it is.

Practice Surgery Hours

Our opening hours are Monday to Friday 08.00 - 18:30. Surgeries are held at the following times:-

Please note we offer a duty doctor 'on call' every day. Also one different doctor each day of the week offers a later surgery until 6.00pm.

	Morning	Afternoon	On Call
Monday	08.30 - 11:30.	14:30 - 17:00	08.30 - 18:30
Tuesday	08.30 - 11:30.	14:30 - 17:00	08.30 - 18:30
Wednesday	08.30 - 11:30	14:30 - 17:00	08.30 - 18:30
Thursday	08.30 - 11:30	14:30 - 17:00	08.30 - 18:30
Friday	08.30 - 11:30	14:30 - 17:00	08.30 - 18:30

Our new Dialysis Room

The PPG worked with the Earl Shilton in Bloom team to create a beautiful garden, including bird feeders and an insect house, outside the new dialysis room. The intention is to create a view that is attractive and interesting for the patient to look at whilst they are undergoing their treatment.



Patient Participation Group (PPG)

What is the PPG? The PPG consists of a group of patients, all volunteers, who help with the overall running of the patients' care at the surgery.

When do we meet? Every couple of months we get together to discuss any changes to the health service or the surgery and give our views on changes.

What do we do? As well as giving any feedback on changes at meetings we ultimately are the voice of the patient and ensure that the views of the patients, are brought to the practice. Other tasks involve volunteering at events such as 'flu days to ensure they run smoothly, keeping the patient display boards and leaflets current and up-to-date and helping to disseminate information clearly to patients.

Why become involved? In my case the reason I got involved with the PPG was due to the help my family and I have received from the Doctors at the surgery and it is my way of giving something back.

Eunice (PPG member)