



Nevels Road Surgery

Patients Newsletter

Issue 24: Autumn 2023

Welcome

This newsletter is produced by volunteers on the surgery's Patient Group. We hope you find it useful and informative.

The Patient Group is made up of patients who can spare a little time either in person or online to improve the surgery's service. If you would like to join us, please ask at reception or email nevroadppg@gmail.com.

Making an appointment

Firstly, you might not need an appointment. All local pharmacies except Superdrug, can now prescribe for certain illnesses as follows:

- Sinusitis (12 years and over)
- Sore throat (5 years and over)
- Middle ear infection (1 to 17 years)
- Infected insect bite (1 year and over)
- Impetigo (1 year and over)
- Shingles (18 years and over)
- Uncomplicated urinary tract infections in women (16 to 64 years)

For anything outside these categories, the best way to make an appointment is to ring the surgery on 01462 414839 or come into reception. Same-day, non-specific appointments are released at 8am and 2pm. GP appointments are released Fridays 10am.

Phone calls are answered by a team of reception staff who are trained to ensure that everyone gets the appointment they need.

Based on the symptoms you describe, they will offer one of the following.

Patients needing help the **same day**:

- Referral to a local pharmacy – for most minor ailments (as above)

- Advanced Nurse Practitioner – for more severe or persistent ailments: usually an in-person appointment
- GP – for the most serious ailments which are one step away from going to A&E. This can be by phone or in person.

For patients who don't need help the same day, the reception staff can offer:

- In-house pharmacist – to review medication
- Practice nurse – smears, dressings, vaccines
- 'Extended Access' – out of hours nurse or GP appointment at Sollershott surgery
- GP – for long-standing conditions that require a doctor; usually a phone appointment.

You can check online if GP help is what you need at 111.nhs.uk.

Econsult

The surgery has been using the national econsult service for a while now but it has proved hard to resource. The service has now been limited to around 30 uses per day, which become available at 8am each day.

Help with getting online

Would you like help with accessing online health services? The surgery is teaming up with a local network of voluntary digital champions, who provide one-to-one support. See www.nhcv.org.uk/staying-connected.

First, we need to gauge the level of interest. So, if you might want the help of a digital champion to get online, please ask at reception. Or email the Patient Group at nevroadppg@gmail.com telling us if you use a tablet, laptop, PC or smartphone.

NHS App

For a video describing how to download the NHS app onto your phone, search online for "NHS app video" - there are lots to choose from. One example is:

www.youtube.com/watch?v=8KY2qKcA69M

With an NHS app on your phone, you can:

- Get your test results
- Order a repeat prescription
- Look at your health record
- Get basic health advice
- Link to 111 online

Time to get out and about

As the better weather approaches, why not start a new pastime, make new friends or take a bit more exercise? A new activity could help you both physically and mentally and there are lots of opportunities out there.

For example, Letchworth Arts and Leisure Group has over 100 local groups covering everything from art to walking and languages to quizzes, probably something for everyone, at little or no extra cost to members.

Annual membership is only £10 per household. Visit lalg.org.uk or pick up their newsletter in David's bookshop or café.

Or, if you are ready to learn something new, there are lots of courses and one-off events at Letchworth Settlement at the foot of Nevells Road. Call them on 01462 682828, email info@letchworthsettlement.org.uk or see www.letchworthsettlement.org.uk.

Maybe you'd like to try volunteering? There are lots of ideas at North Herts CVS. Visit their website at www.nhcv.org.uk, email them at info@nhcv.org.uk or ring on 01462 689400 - 9am - 4:30pm Monday to Friday.

Volunteer drivers needed

The Manager of the North Herts & Stevenage Community Transport Service, Jon Brown, is looking for more volunteer drivers.

The service helps less able residents who are unable to use other types of transport due to their age, poor mobility, disability or special needs. Or if no other transport is available.

Drivers use their own cars to take people to healthcare and dental appointments as well as day centres and exercise/physio classes etc. It's a very flexible and rewarding role, and mileage is paid too.

Contact Jon on 01462 689402 or email transport@nhcv.org.uk

Surgery opening hours

Monday to Friday: 8am - 6.30pm

Closed for staff training 1-2pm on Tuesdays

Health visitors: 01462 684731 9am – noon

For community midwife advice at other times call 01438 314333.

Some GP and nurse appointments are available out of hours including the weekend via the Extended Access hub at Sollershott surgery: book at Nevells Road reception.

If you need help when the surgery is shut, call 111.

If the situation is life-threatening, call 999.

Medical team

Dr Tim Ramsbottom

Dr Melanie Lacy

Dr Ashwini Alva

Dr Barbara Duncan

Dr Jessica Hansell

Dr Jennifer Green

Dr Aminah Khan

Dr Deepa Kapur

Appointments

T, W, F

M, T, Th, F

T, W, F

M T W Th

M T Th

F

M W

Th F

Nurses

Hayley Gudgeon

Jane Timson

Linda Duffield

Marie Nash

Karen Turner

M T W Th

M T W

M T W Th F

M T W Th

M T W Th F