



Nevels Road Surgery

Patients Newsletter

Issue 20: May to August 2022

Welcome

This quarterly newsletter is produced by volunteers on the surgery's Patient Participation Group (PPG). We hope you will find it useful and informative.

Meet the Team

Sarah Killen joined Nevells Road Surgery in July 2021 as an Advanced Nurse Practitioner.



This means that Sarah is qualified to see patients with most common ailments and provide treatment or a prescription. Her specialisms are minor illnesses, family planning and diabetes.

Sarah grew up in Letchworth and went to Knights Templar School in Baldock.

She joined the Royal Navy at 18 and trained as a nurse at Portsmouth University /Royal Hospital Haslar. During 14 years of service Sarah worked within various settings in both secondary and primary care.

Since then, Sarah has worked in Primary Care for 11 years.

Sarah says: "I enjoy working as an advance nurse practitioner, but it can be challenging, especially in the current climate. The team here at Nevells Road Surgery are very supportive and caring, making it a really friendly environment to work in.

Outside work I enjoy walking with my dog and spending time with friends and family."

Focus on Cancer

Dr Lacy specialises in cancer and has asked us to pass on some information about early signs and symptoms to mention to your GP. This list is just a selection of the most important ones:

- Blood in the urine
- Blood in sputum
- Vomiting blood
- Vaginal bleeding after the menopause
- Blood from the back passage or mixed in with your stool
- A cough persisting for more than 3 weeks
- A change in your bowel habit
- Food sticking when you swallow
- A lump for example in the breast, armpit, neck or groin
- A change in a mole eg colour/ size/ sensation
- Unexplained weight loss or loss of appetite

Dr Lacy says: "Please don't think you are wasting our time or that your symptoms are not important. We all want to ensure that if you do have anything serious, we can get you referred for investigations at the soonest opportunity. Anyone we are concerned about will be referred to one of the specific hospital outpatient clinics as an urgent 2-week wait cancer referral.

Dr Lacy goes on to assure us that: "Only about 6-7% of patients referred to these clinics actually have cancer but it is still important to check. To improve our cancer survival figures nationally, we may have to refer even more people."

Focus on Cancer cont.

“We are always monitoring things that have gone well or could be improved. We have found that most of our cancer patients were diagnosed via the 2ww (2-week-wait) pathway or from screening programmes.

We did worry that having only telephone consultations initially may delay some diagnoses; but this does not appear to be the case. In fact investigations can be organised quickly by phone and then a ‘face-to-face’ is booked by the clinician, often more quickly than before.

These days, using new technology leads to quicker diagnoses and referrals - for example patients sending us photos or using eConsultations. This has been particularly useful in the case of skin lesions turning out to be malignant melanomas.

Digital Champions

These volunteers help people who are new to technology, or who need support to use their devices more effectively. They are keen to help people get online to manage their healthcare.

All the Digital Champions attend a short training session and have an enhanced DBS certificate. So, if you feel left out of the digital world, please contact the surgery and ask to be referred to the digital champion project.

Surgery opening hours

Monday to Friday: 08.00 - 18.30

Closed for staff training 1-2pm on Tuesdays.

Health visitors: 01462 684731 9am – noon

Antenatal clinic on Wednesdays. Make an appointment via reception.

For community midwife advice at other times call 01438 314333.

Waiting Lists

We know from the national media that waiting times are at a record high now. Patients might consider contacting their GP or surgery for an update, but there is now a website which provides direct access to the latest wait-time information and support for people waiting for a hospital appointment, operation or treatment (excluding cancer).

It is at www.myplannedcare.nhs.uk and it is easy to navigate. It is designed for patients who are on an NHS waiting list, as well as their relatives, carers and healthcare teams, including their GP. The site will later be expanded to include clinical guidance and details about locally available support, to help people look after their health and wellbeing while they wait.

Hay fever season

Here are some suggestions to ease hay fever symptoms:

- put Vaseline round the nose to trap pollen
- wear wraparound sunglasses to stop pollen getting into the eyes
- shower and change your clothes after going outside
- keep windows and doors shut if possible
- ask your pharmacist to recommend a treatment to suit you and your symptoms

If your symptoms still don't improve, ring the surgery and ask to see a nurse.

Some GP and nurse appointments are available out of hours including the weekend via the Extended Access hub.

Medical team

Dr Tim Ramsbottom
Dr Melanie Lacy
Dr Ashwini Alva
Dr Helen Davies
Dr Barbara Duncan
Dr Jessica Hansell

Appointments

M, T, W, F
M, T, Th, F
T(am), W, F
M, Th
M T W Th
M T Th F