



Nevels Road Surgery

Patients Newsletter

Issue 8: March to June 2019

Welcome

This newsletter is produced by volunteers on the Patient Participation Group (PPG). We hope you will find it useful and interesting. It will soon be available via the surgery's website at www.nevelsroadsurgery.co.uk.

If you have any suggestions for future editions, please let us know. You can leave a message at Reception or email us at nevroadppg@gmail.com.

Meet the team

Prescribing Nurse
Katrina Cockx tells us:

I grew up in Tiptree in Essex and I still visit there regularly.

I trained at the Royal Free Hospital in Hampstead and developed a passion for working in A&E, which I then did for 20 years.

I worked for 11 years as a senior sister and Emergency Nurse Practitioner at the Lister Hospital in Stevenage.

I moved to primary care in 2013 where I developed skills in minor illness and nurse prescribing. I started at Nevels Road Surgery in 2017 and really enjoy the friendly, supportive environment and work ethic here. I also occasionally work for the out of hours service at the weekend.

My hobbies include keeping fit by attending boot camps and other classes. I also enjoy spending time with my family at our caravan in Essex.



Additional GP and reception hours

With ever-growing patient numbers, the surgery has taken on an extra doctor one day a week. Dr Chatfield, who retired from the practice last year, now comes in on Mondays.

The reception team's hours have also been slightly increased. These measures, combined with the extra appointments available through the 'extended hours service' at the Sollershott surgery, are helping the surgery to meet current demands.

Preventing Type 2 Diabetes

The Clinical Commissioning Group for our area is holding a Diabetes Prevention event on Wednesday 3 April at 7.30pm - 8.30pm. The venue is Letchworth Parish Hall, opposite the fountain on Broadway. See posters in the surgery for details.

For more information on steps you can take to prevent type 2 diabetes, ask at reception or see www.diabetes.org.uk/preventing-type-2-diabetes.

Holiday vaccinations

If you are planning a foreign holiday, visit www.nhs.uk/conditions/travel-vaccinations to find out if you need to be vaccinated. If you do, or you are in any doubt, ring the surgery on 01462 414839 and make an appointment to see the nurse.

New address or contact details?

While you are waiting for your appointment, take a moment to check at reception to see if they have the right address for you and your latest phone numbers and email address.

Spring is coming – and hay fever too

Hay fever is usually worse between late March and September. This is when the pollen count is at its highest. It can last weeks or months, unlike a cold, which usually goes after 1 to 2 weeks. There's currently no cure for hay fever but you can ease the symptoms. Here are some suggestions to try:

- 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
- stay indoors with windows and doors shut as much as possible
- vacuum regularly and dust with a slightly damp cloth
- buy a pollen filter for the car and vacuum cleaner
- ask your pharmacist to recommend a treatment to suit you and your symptoms

If your symptoms still don't improve, ring the surgery on 01462 414839 and make an appointment to see the nurse.

Missed appointments

Nationally around one in twenty GP appointments are missed without enough notice to offer them to other patients.

So, if you can't make an appointment or you no longer need to attend, please tell the surgery. If you booked online, you can cancel online. If you booked by phone or in person, you could call or much more easily, go to www.nevellsroadsurgery.co.uk/practice-information/cancel-an-appointment.

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.

Patient Participation Group

Would you like to be part of a team of patients helping to improve services at the surgery? The patient participation group is made up of lots of patients who are willing to spare a little time either in person or online. And more people are always needed.

Currently we are focussing on the services for carers, and the appointments system.

You can take part by email only, or you can come to meetings held in the surgery every three months. The next meetings are 6.30pm on Mondays 8 April, 8 July and 14 October.

Please leave your contact details at Reception or email nevroadppg@gmail.com.

Surgery on the move

Talks are still going on to find premises where some or all of Letchworth's surgeries can be together, to continue providing a traditional-style GP service for the town.



The former Argos shop in Commerce Way remains the only site being considered and work is still going on to resolve various problems with this option.

Dr Tim Ramsbottom said: "Even if everything was settled tomorrow the move would be two years away. Meanwhile, I want to assure our patients that if we do merge, we would aim for everyone to remain with their current named doctor. We know that is important to many people."

Some nurse appointments are available out of hours - on Tuesdays 6:30 - 8:20pm and one Saturday per month 8:30 - 10:30am.

Medical team

Dr Tim Ramsbottom
Dr Melanie Lacy
Dr Andrew Young
Dr Lisa Abbas
Dr Ashwini Alva
Dr Helen Davies
Dr Faaria Beebeejaun

Appointments

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