



Nevels Road Surgery

Patients Newsletter

Issue 4 – March 2018

Welcome

Welcome to our fourth newsletter, produced by volunteers on the Patient Participation Group (PPG). We hope you will find it useful and interesting. If you have any suggestions for future editions, please let us know.

Please also get in touch if you have time to join the PPG. You can become an online member, communicating mainly by email, or you might like to come to one of our quarterly meetings at the surgery. The next meetings are at 6.30pm 9 April and 2 July.

For more details, please leave your contact details at reception or email us at nevroadppg@gmail.com.

Meet the Doctor

In this edition we feature Dr Lisa Abbas who says:

I qualified in 1996 from Damascus University Medical School in Syria.

Within a year, I met my husband who was doing his medical training in the UK. We soon married and I moved to England with him in 1998.

I worked in Public Health Medicine in Sheffield for a year before deciding to go back to hospital medicine as I felt I missed clinical work.

I began my first training post at Sheffield's Weston Park Hospital in oncology. I worked in different specialities of hospital medicine in Sheffield Teaching Hospital until 2006.

By 2012 we had three children. They are Sally, Hannah and Jenna.



During that time I obtained membership of the Royal College of Physicians.

When my husband became a consultant at Lister Hospital, we moved to Hertfordshire and I decided to go into General Practice. I joined VTS training doing my GP rotation at Bedford Hospital. I was a GP and registrar at Shefford Health Centre working part time. When I finished my training I joined Nevels Road Surgery in February 2014.

Outside work I enjoy spending time with my family, going travelling together. I also enjoy cooking, music and playing the piano.

That Monday morning feeling

Busy, busy, busy. Monday is busy in any workplace, catching up with issues that have built up over the weekend. It's the same at the surgery. The phones ring non-stop, even with three members of staff doing nothing but answering calls.

Some people really do need to get through after a weekend of worry and illness. Please spare them a thought, if your call could wait until after lunch or even next day.

Holiday vaccinations

The great thing about a UK holiday is that you don't need to think about vaccinations. For many other destinations you might be surprised by the protection you and your family will need.

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.

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.

Website changes

Later this month the surgery's website is due for a makeover. It should be easier to find out about the surgery, its staff and services, as well as lots of useful information on a huge range of health issues.

So visit www.surgerynevellsroad.co.uk by the end of March and see what you think.

New appointment options

- The surgery is now trialling booking (by phone) up to 14 days ahead; staff will monitor whether this leads to more missed appointments
- Telephone consultations with a doctor can now be booked by phone.
- Staff can offer appointments with the nurse practitioner where appropriate.

Feedback welcome

Whether you have been delighted or disappointed by your experience at the surgery, do speak up. If you make a complaint, the surgery can learn from what went wrong. There is a short form to complete so that your concerns can be fully considered.

If you want to compliment a member of staff, just tell them. A smile and a Thank You go a long way when you have been on your feet all day, trying to juggle scarce appointments.

Or maybe you have a suggestion for improving something at the surgery? Put a short note in the suggestion box at reception. Remember to include your contact details.

PPG joins NAPP

The surgery's Patient Participation Group (PPG) has become a member of the National Association for Patient Participation. NAPP membership will enable us to become more effective in supporting the surgery and helping to improve the services provided.

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.

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 Afshan Khan
Dr Faaria Beebeejaun (on maternity leave)

Appointments

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