



Nevels Road Surgery

Patients Newsletter

Issue 10: October to December 2019

Welcome

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

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 Doctor

Dr Barbara Duncan joined Nevels Road Surgery as a partner in August 2019.



She tells us:

I grew up in Cambridge and I trained at St Mary's Hospital Medical School in London at the same time as Dr Andrew Young.

I did my GP training at the Lister Hospital at the same time as Dr Tim Ramsbottom and Dr Helen Davis and am delighted to be working alongside them all again now.

I spent many years as a locum while raising my children who are both now at university. One of them is hoping to be the 4th generation medic in the family, following in the footsteps of his mother, grandfather and paternal great uncle.

Aside from my work as a GP I enjoy running, yoga, reading and skiing.

Thank you goes a long way

Working on the surgery's reception desk is often very challenging, especially when there are no appointments left but the phone still keeps ringing and there is a long queue.

So please bear with staff when they are trying their best – and if you have time, a little Thank You or even just a smile will make all the difference.

To leave feedback online, go to the surgery's website at www.nevelsroadsurgery.co.uk and click on Administration Office.

Spotlight on Shingles

If you are in your 70s you should think about getting vaccinated against shingles, even if you have previously had shingles or its close relative, chicken pox.

It's a quick jab in the upper arm and could save you a lot of pain. If you think you might have shingles, get help as quickly as you can to minimise the effects, which can sometimes last for years.

The signs and symptoms include:

- Pain, burning, numbness, itching or tingling
- Sensitivity to touch
- A red rash that begins a few days after the pain
- Fluid-filled blisters that break open and crust over

There is more information at www.nhs.uk/conditions/shingles.

For treatment or vaccination, ask Reception for a nurse appointment.

Surgery closures

Every two or three months the surgery is closed for staff training. The next closure will be Thursday 28 November 1pm to 6.30pm.

As always, if you need urgent help when the surgery is closed, call 111.

Flu vaccine

The surgery has not been affected by delays in supplies experienced elsewhere and so you are encouraged to get vaccinated if you are eligible.



Visit www.nevellsroadsurgery.co.uk/flu for details of walk-in clinics at the surgery.

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 patients who are willing to spare a little time either in person or online. And more people are always needed.

Recently we have completed a review of the appointments system which has led to some improvements such as many more telephone appointments and pre-bookable slots. Also, online appointments are now released at 8am, not midnight as before. We have also worked on improving the information given to carers.

The next meetings are 6.30pm to 7.30pm on Mondays 14 October, 6 January, 6 April, 13

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 Thursdays. Make an appointment via reception.

For community midwife advice at other times call 01438 314333.

July and 12 October 2020. At our January meeting we will be deciding who will chair the group for 2020.

You can take part by email only, or you can come to meetings held in the surgery. Please leave your contact details at Reception or email nevroadppg@gmail.com.

Surgery on the move



Plans are still progressing for a combined surgery in the former Argos shop in Commerce Way.

With help from the landlord, Letchworth Heritage Foundation and many other local health organisations, it looks like the new service will open its doors by the summer of 2021.

Dr Tim Ramsbottom said: "I want to assure our patients that if and when we merge with the other surgeries in the town, we aim for everyone to remain with their current named doctor. We know that is important to many people."

Winter pressures

There will be a temporary doctor at the surgery during the winter months to help with the usual 'winter pressure' on appointments.

But still, please do consider whether you really need an appointment. Help is always available by speaking to a pharmacist or calling day or night to NHS Direct on 111. You could also visit www.111.nhs.uk.

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 Ashwini Alva
Dr Helen Davies
Dr Faaria Beebeejaun
Dr Barbara Duncan

Appointments

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