



Nevels Road Surgery Patients Newsletter

Issue 2 – September 2017

Welcome

Welcome to our second newsletter, produced by patients who are volunteers on the Patient Participation Group. We hope you will find it useful and interesting.

If you have any suggestions for future editions, or you would like to know more about joining the PPG, please leave your contact details at reception or email nevroadppg@gmail.com. The next meetings of the PPG are 6.30pm at the surgery on 25 Sept, 15 Jan and 9 April. We will look at topics such as parking, dementia support and the complaints procedure.

Meet the Doctor

In this edition we are featuring Dr Melanie Lacy who tells us:



I qualified from London's Royal Free Hospital in 1997 after a BSc at King's College London in Biochemistry. On an industrial placement at Glaxo I met my future husband, Nick.

I enjoyed my time as a scientist but I felt I needed more patient contact; I decided to go back to medical school instead of doing a PhD in Africa.

We got married shortly after I qualified and I did all my junior posts at the Lister Hospital as well as my GP rotation. During that time I had our first two children, Oliver and Victoria. Our youngest, Madeleine, was born in 2008.

I was a GP registrar at the Portmill Surgery in Hitchin and Ashwell surgery (working part-time when the children were young). I joined Nevel's Road Surgery in June 2003 and was the surgery's first female partner!

My main interests are in family planning and women's health. I am the only GP at the surgery who can fit coils and implants as well as ring pessaries.

Outside of work I enjoy spending time with my children and husband. I sing in several choirs (two of which my daughters belong to) which takes us to performances all over the country and sometimes to Europe. We enjoy camping in our tent each summer, especially when the sun shines.

Out of hours – the 111 SERVICE

If you need medical help for a non-life-threatening condition when the surgery is closed, ring 111. Calls are free. Here, in his own words, is Daryl's experience of the service:



We all know the feeling!
Nothing worse, its bank holiday and the doctor's surgery is now closed until Tuesday. A weekend of pain!!! Well as it turned out this is not the case...

SATURDAY AM: The first thing I did was go to the local pharmacy, describe the symptoms in the hope of finding a quick fix... always worth a try first... The helpful pharmacist listened and advised me that in this instance what I required was a prescription. ☹️ So when I got home I took some pain killers.

SUNDAY AM: Pain unbearable... ouch what do I do now! I phoned NHS **111** at 10 am (but please remember this is a 24hr service).

Explained the above to the triage nurse, was told Doctor will call me within 6 hours. Well, 5 hours and 50 mins later a very nice doctor called and we went through my actions and

my symptoms... Doctor very supportive and helpful. She said that she would arrange for an emergency appointment at the Lister Hospital, and that the emergency nurse would call me within two hours.

Yet again within the time frame a nurse from the out of hours practice called with a doctor's appointment: 22:50 Sunday.

Sunday evening. 21:45 arrived at Lister. No queue. Just me and an empty room wow. On cue, in to see doctor. 21:55 appointment over, problem identified, drugs provided. 22:30...extreme pain now relieved 😊

SO please remember.. When the surgery is closed you are not alone!
Try your local pharmacy then pick up the phone and DIAL 111.

Flu jabs

An annual vaccination is available free on the NHS for:



- anyone aged 65 and over
- pregnant women
- anyone with a weakened immune system or underlying health condition
- anyone in a residential or nursing home
- anyone receiving carer's allowance or caring for an elderly or disabled person who relies on them being well

You can have your flu jab at the Surgery at one of our walk-in clinics. The dates this year are Saturday 23 September and Saturday 7 October 2017.

Shingles vaccine

Shingles can be very painful but there is a one-dose vaccine for people in their 70s, born after 1 Sept 1942; also people born between 2 Sept 1935 and 1 Sept 1937. Just ask at reception.

Electronic Prescription Service (EPS)

This NHS system allows your GP to send your prescriptions electronically (via computer) to the pharmacy you choose (nominate) which can be near where you live, work or shop.

If you need repeat prescriptions this will save you time as you will not have to go to the surgery to order and collect a paper prescription each time you need one.

You can arrange EPS for your prescriptions either with your GP or your nominated pharmacy. This process will also save time for your doctor and surgery staff.

For more details, just ask at reception.

CQC inspection



The Care Quality Commission reported on Nevells Road Surgery in June 2017, giving an overall rating of Good, with two recommendations for further improvements.:

- Ensure that telephone access has improved
- Ensure staff training records are up to date

The report is on the surgery's website at www.nevellsroadsurgery.co.uk/info.aspx?p=7

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 on a Tuesday 6:30 - 8:20pm and one Saturday per month 8:30 - 10:30am.

Medical team

Appointments

Dr Tim Ramsbottom	M, T, W, F
Dr Andrew Young	M, T, W, Th
Dr Melanie Lacy	M, T, Th, F
Dr Lisa Abbas	M, T, Th
Dr Ashwini Alva	T(am), W, F
Dr Afshan Khan	M, T, Th(am)
Dr Faaria Beebeejaun (on maternity leave)	