



Nevels Road Surgery Patients Newsletter

Issue 6 – September 2018

Welcome

This newsletter is 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. You can leave a message at Reception or email us at nevroadppg@gmail.com.

Meet the Doctor

In this edition we feature Dr Helen Davies who tells us:

I graduated from the University of Birmingham in 1993 and initially trained as a paediatrician.

I switched to General Practice in 1998.

I still have a special interest in paediatrics and I work as a named GP for child protection for the East and North Herts Trust. I also do medicals for children entering the care system.

I also have an interest in palliative care and work occasional shifts at the Garden House Hospice in Letchworth.

I have two children who are away at university and one still at home: I spend much of my spare time driving around supporting them at various hockey fixtures around the country.

I have a daft spaniel and an astrophysicist husband, so life is never normal.



Surgery on the move

Talks are still going on to find premises where some or all of Letchworth's surgeries can be under one roof.



The discussions have hit various problems but we are still hopeful that a solution will be found, as our current premises are becoming rather cramped and in need of repairs.

We hope to have more news in the December issue of this newsletter.

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

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

Get in touch - online

Have you visited the Surgery's new website at www.nevelsroadsurgery.co.uk lately? It is

packed with lots of useful information and new features.

For example, you can send an email to Reception, a nurse or doctor at the surgery. You can request a sick note online. You can even complete a self-assessment for around 15 health conditions!

So, for simple, non-urgent enquiries and assessments, go to the surgery's website at www.nevellsroadsurgery.co.uk and click on "ONLINE REQUESTS" at the top of the home page. Scroll down and you will be amazed at how much you can do from the comfort of your own home!

Flu jabs

An annual flu vaccination is available free on the NHS for:

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



The vaccine won't stop all flu viruses and the level of protection may vary, but if you do get flu after vaccination it's likely to be milder and shorter-lived. There is also evidence that the flu jab may reduce your risk of having a stroke.

This year's walk-in clinics are 8 -10 am on Saturdays 29 September and 13 October.

Calling all Carers

Are you looking after someone who couldn't cope without you due to their physical or mental health problems or addiction? Or maybe you are the person being cared for?

If so, please register the name of the carer at Reception or on the surgery's website at www.nevellsroadsurgery.co.uk/navigator/register-a-carer. Then the surgery can help you find support.

One useful site is www.carersinherts.org.uk. If you know of other good sources of support or information, please tell Reception so that they can share the details with other carers.

Patient Participation Group

The surgery has a patient participation group made up of patients who are willing to contribute their opinions to help improve services at the practice. And more people are always needed.

Currently we are focussing on the service provided to carers. Future topics will include the appointments system and the website.

You can take part by email only, or you can come to meetings held in the surgery every three months. The next meetings are at 6.30pm on Mondays 8 October 2018 and 14 January 2019.

To find out more, please leave your name and contact details at Reception or email nevroadppg@gmail.com and a member of the group will get in touch with you.

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 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