

Electronic Prescribing

At Castle Mead Medical Centre in Hinckley we are investigating ways to improve our prescription service and may move to "electronic prescribing". This means that you will order your prescription in the usual way, but instead of collecting the paper prescription from the surgery, or your pharmacy collecting it for you, it will be sent electronically to a pharmacy of your choice. The pharmacy will then download the prescription from a secure site and issue you with it. Your pharmacy may ask you to fill in a nominee form giving them permission to download your prescriptions. Please understand that this can be changed at a later date if you change your mind, it does not mean you have to stay with the same pharmacy, and you can continue to collect your prescription in the normal way if you wish.

****IMPORTANT WARNING MESSAGE FOR STOKE**

GOLDING PATIENTS ONLY**

We will NOT be activating this service at The Surgery in Pine Close, Stoke Golding so please do not nominate another pharmacy for your prescriptions as this would endanger the survival of the surgery and its staff.

Environmentally friendly

Please consider the need to take this leaflet home – once read please leave at the surgery for others to read

Patient Participation Group Awareness week.

Pop along to Woodlands Garden Centre, Stapleton for the PPG Awareness Week from 1st to 5th June 10am -4pm. There will be members of local PPG's to chat to and discuss getting involved.

or
Come to our next meeting on Tuesday 7th July at Castle Mead Medical Centre, Hill Street, Hinckley starting at 6:15pm

As well as face to face group members we will also be setting up an online email only group - to try and get opinions and comments from our younger patients, or those with work and family commitments who cannot make the evening meetings. Write your email address on the form if you would be happy to be contacted in this way.

This is your chance to help get the services you feel are needed locally!!!

New ECG Machine

We would like to give a big thank you to **KEEPTHEBEAT**, a charity established with an aim to provide hope and support to the families affected by congenital heart defects & **Mrs Margaret Clamp** in memory of her husband Barry for the generous donation of our new ECG machine.

Issue 19

CASAG

May 2015

The Castle Mead And Stoke Golding Action Group

New Service

We are delighted to offer a new service to patients who use Castle Mead Medical Centre at Hinckley. From 26th May Mr David Wilkinson will be running an Urgent Care Clinic every day at the surgery. David is a very experienced Advanced Nurse Practitioner who has for the past few years been working at the Urgent Care Centre at Leicester Royal Infirmary. He is able to deal with urgent problems and prescribe medication, he may also ask you to come in after his consultation for a follow up appointment. In order for this service to run smoothly and book patients in with him appropriately the receptionist will ask you some questions about your problem. Please do not feel offended it will enable us to appropriately book you into the correct slot. If David cannot help you he will book you in to see the Duty doctor. Our doctors feel that 90% of Urgent on the Day appointments can be seen by our Urgent Care practitioner.

Access to Medical Records online

You can now request to have access to your records online through our website. If you are not already accessing the online services please come into the practice with identification and our receptionist will give you the details. Once you have registered on the system you can request access to view your records on line. There are a very few circumstances where permission may not be granted if the Doctor feels it unsuitable. In these circumstances you could request an appointment to view the records with the manager and depending in the circumstances a clinician who can be at hand to explain any complicated issues that may be written.

Friends and Family Survey

Thank you to those who already have entered the survey via our website or on paper in our waiting room . The results every two month are taken to CASAG, our patient group, and discussed. It helps the practice to shape the services we are trying to offer and we really do appreciate your views and comments.

All Patients

All patients will have an allocated named Doctor. The practice will inform you who this is either verbally face to face, on the telephone, by TEXT, on your prescription or via letter. This does not prevent you from seeing any other doctor or your preferred GP in the practice as you currently do. You do not need to take any further action, but if you have any questions, or wish to discuss this further with us, please contact the surgery.

Age UK

Talking to Marian Upton, Services Coordinator for Age UK based in the Hinckley charity shop (next to LOROS), I was amazed at the services and resources that Age UK offer.

You can get advice on many concerns that you may have, from getting help at home, handyman service, decisions on residential care, making a Will, help with welfare benefits such as Attendance Allowance and Pension Credit. There are various activities running too such as exercise and walk groups, help with cooking, a social group for those with dementia and computer training. They are also in the process of setting up a befriending service.

You are not alone and Age UK can help. Pop in or give them a ring and speak to the friendly staff. Age UK Leicester Shire & Rutland: 56 Castle Street, Hinckley, LE10 1DD Tel. 01455 619519 (Mon-Thurs).

Exercise Class in Stoke Golding

There is now an Exercise Class run by a qualified Instructor in the Baxter Hall Wednesday's 1.30-2.30pm. Cost £4.00 per adult or £7.00 per couple, per week including refreshments. Contact Rodney Brown on 01455 212 245 or just come along.

Jennifer Michie

First Contact

A services now available called First Contact can get you the right information and support so that you remain living safe and independent in your own home

You can be helped with:

Health and Well-being

- Assistive technology – Gizmos & gadgets to make your life easier such as;
Lifeline alarms which raise an alert if you have had a fall
Reminders to help with memory problems such as medication reminders
Phones with pre-programmed numbers or pictures for when you want to call a relative or friend
- Local groups and activities
- Community transport
- Advice and support for carers
- Domestic help; cleaning, shopping, gardening
- Equipment to assist people who are deaf, deafened or hard of hearing such as; flashing doorbells, TV loops, vibrating-pad smoke alarms
- Support & advice for people who are visually impaired such as; talking clocks, mobility training, visual/reading aids
- Becoming a volunteer
- Adult Learning such as;
Confidence Building, Basic Cooking courses

Money and Benefits

- Completion of benefit claim forms for;
Attendance Allowance, Pension Credit, State Pension, Personal

Independence Payment, Carers Allowance, ESA/ESA50 (Work Capability Assessment / Review)

- Help with managing money / debt advice

Safety and Security

- Advice and support for victims of crime
- Fire safety; The Fire Service carry out home visits and will chat with you about fire safety issues in your home covering areas such as electrical safety, smoking safety and the use of electric blankets
- Advice on keeping your home warm
- Home repairs or other housing needs

If you would like to be referred for any of the above please ask your GP or any of the Practice Staff to make the referral for you

Appointments

There are several ways that you can book an appointment with a doctor by: coming in to the surgery Face to face, on the telephone or online via our website.

Doctors Appointments can be booked

- up to four weeks in advance for routine and follow-up appointments
- A day in advance for urgent problems
- On the day as an emergency

Do you need an Emergency Appointment ? It will help considerably if you can observe the following when seeking an appointment as an emergency:

Non-Urgent Conditions:

Ongoing, stable conditions. Repeat

prescription requests. Sickness certificate requests. Routine test requests.

The above conditions and requests do not require an emergency appointment.

Urgent Conditions:

Chest Pains. Breathlessness. Wheezing. Earache. Bleeding. Painful Eyes. Blackouts. Stomach Pains. Any severe pain.

Please only request an emergency appointment for the above conditions.

Also **telephone consultations** can be made for issues that you do not need to be physically seen for, if your doctor thinks you should come in after speaking to you, he will tell you. Please do not use appointments to chase your referrals. Speak to one of our secretaries to find this information as this is exactly what your doctor would do, so cut out the middle man and let somebody else have that appointment.

If you make an appointment and don't need it any more please let us know so we can give it to somebody else.

Nurses appointments can only be booked via the telephone or face to face. This is because their appointments are more complicated. Please do not be offended if the receptionist asked you what you need to be seen for. The time varies depending on what it is, and nurses have variations in skills so the receptionist is only trying to book you with the most appropriate person to save both your's and the nurse's time.