

Flu and Covid Vaccination Clinics

We are now providing flu and Covid Booster appointments which are available for all at risk patients and over 50's, plus to eligible patient groups. We are adhering to the government rules regarding Covid-19 and a safe working environment. We want to protect you, so please be kind and patient to staff and other patients when attending surgery. We are asking you to arrive close to your appointment time. Please attend alone if possible. **Face coverings no longer mandatory but preferable.** Come in appropriate clothing for easy access to upper arm whilst having your vaccination. Read the notice board outside that gives further instructions. **Do not enter the building if you have any Covid symptoms.** The appointment allocated to you is just 2.5 minutes, so the time you have to spend in surgery is short.



NHS APP

Try the new NHS App. If you're a patient at our practice you can now use the new NHS App, a simple and secure way to access a range of NHS services on your smartphone or tablet. You can use the NHS App to check your symptoms and get Instant advice, book appointments, order repeat prescriptions, view your GP medical record and more. If you already use 'SystemOnline' you can continue to use it. You can use the NHS App as well. For more information go to: www.nhs.uk/nhsapp. The NHS App is free to download from the Apple Store and Google Play.

ABUSE, VIOLENCE AND AGGRESSION

Sadly, patients abusing our staff is on the increase. This is mainly staff being disrespected and shouted at when patients do not get what they are asking for. **Please be reassured** that we are doing our best with the resources we have to help patients with their requests and queries. We are here to help but there are often limitations to what we can do.



The practice operates a zero-tolerance policy in accordance with NHS Guidelines. Staff have the right to work in a safe environment without fear of physical or verbal abuse. Abuse to our staff may result in your removal from our list.

Patient Participation Group Downing Drive Surgery

Newsletter



Please take one

or check the website:

www.downingdrivesurgery.nhs.uk

Welcome to Downing Drive Surgery's Patient Participation Group Newsletter.



The Patient Participation Group (PPG) was formed in 2013 and is a Group of Volunteers (all patients) seeking to support and enhance the services provided at the Downing Drive Surgery.

The PPG aims to contribute to quality improvements by encouraging co-operation, collaboration and consultation. They are not a complaints processing service but welcome any constructive criticism, suggestions or ideas. This year the PPG have embarked on trying to get back to the new norms since post COVID. We have however had a few committee members resign which means we have a number of vacant positions on the committee. If you are interested in helping improve services and facilities at the Surgery, then join the PPG committee to make the difference. The PPG Committee currently meet at the Surgery every six weeks to discuss how improve services with the Practice Manager and a Senior Doctor. Further details are available from Practice Manager at the Surgery or email the Chair of the PPG on: downingdrivesurgeryppg@gmail.com

ALL ABOUT APPOINTMENTS

The surgery is settling in with new ways of working now that consultations can be done via telephone or face to face. We have had mixed responses to our GP telephone triage system. We wish to reassure patients that if a physical examination is needed, then the GP or Nurse Practitioner will ask you to come down to the surgery to see them following their triage of your symptoms. The appointment system is managed to maximise the capacity as best we can to accommodate the demand. This is also the reason office staff will ask you what your reason is for wanting an appointment so you can talk to or be seen with the most appropriate clinician with the specialist knowledge and triaged appropriately depending on the urgency of your problem. (Practice Manager)



Appointments



Book an evening or Saturday appointment with Salutem Primary Care Network

From 1st October 2022, appointments will be available to book during the hours of 18.30-20.00 from Monday-Friday and 09:00-17:00 on Saturdays, with varied healthcare clinicians within your local area. Appointments can be booked by contacting your registered GP practice or by using your SystemOnline patient account.

Location	Time
Johnson Medical Practice	Monday evening 6.30pm to 8pm
Humberstone Medical Centre	Tuesday evening 6.30pm to 8pm
St Elizabeth Medical Practice	Wednesday evening 6.30pm to 8pm
East Leicester Medical Practice	Thursday evening 6.30pm to 8pm
Merlyn Vaz Health Centre	For Enhanced Evening & Weekends.
Please note: Merlyn Vaz Centre is not part of the Salutem PCN	Friday evening 6.30pm to 8pm Saturday 9am to 5pm

REMEMBER YOUR LOCAL PHARMACY

Your local pharmacist can often save a trip to the Doctor. Any minor illness/health problem can be dealt with by your local NHS Community Pharmacist Consultation Service:



- ◆ Bites/Stings
- ◆ Coughs & Colds
- ◆ Ear problems
- ◆ Hay fever
- ◆ Sleep difficulties
- ◆ Muscle sprains and strains
- ◆ Cystitis, thrush, vaginal itch or soreness
- ◆ Constipation & Diarrhoea
- ◆ Congestion
- ◆ Eye problems
- ◆ Headache
- ◆ Vomiting and nausea
- ◆ Vomiting and nausea
- ◆ Foot Verruca's
- ◆ Mouth & Throat problems
- ◆ Skin problems & rashes
- ◆ Indigestion & Tummy problems

Give them a try, they all have a private room for sensitive issues.

Nursing team news

We have had a number of changes to our nursing team and we wish to introduce you to our new members and what they specialise in. Vanessa is our Advanced Nurse Practitioner and she does all our minor illness consultations supporting the GPs. She also leads on anticoagulation. Batula is our Practice Nurse who is interested in diabetes and is upskilling to specialise in this. She also does all other practice nurse duties. Sheetal is our Health Care Assistant and does our NHS health checks, blood pressures, blood tests and some chronic disease management. She is upskilling to be able to give injections. Yvonne is our Phlebotomist who mainly does blood tests but she can do blood pressures and also gives some injections such as flus and B12s. We still require another Practice Nurse to do general nurse duties and also to specialise in respiratory for our Asthma and COPD reviews and we are working on this.



Doctors Corner – Minor Surgery

We continue to operate a regular Minor Surgery clinic performed by Dr Ahmad and Dr Sahota. We remove skin lesions causing discomfort or pain including skin tags, cysts, ganglions and other lumps and bumps. Whilst we appreciate that some patients would sometimes like something removing because it is unsightly, unfortunately we are not able to offer this service as the NHS regards this as a cosmetic procedure.

If you feel you have a problem which could be helped by a minor surgery procedure, please book a consultation with a GP to assess its suitability and to discuss any risks of the procedure. Please also be aware that the final decision to perform a Minor Surgical Procedure is with the operating doctor on the day of the procedure.