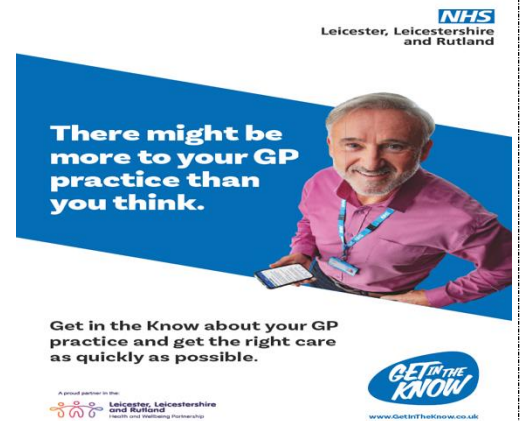


GET IN THE KNOW

Get in the know is a new campaign created by NHS Leicester, Leicestershire and Rutland to support you to get the right care as quickly as possible when you are unwell or injured. Here you can learn more about the campaign and the various services that can support you.

With all the local information you need in one place, we hope that you keep coming back to this page, either at your time of need or in advance. It can be difficult to think clearly when you have an immediate health problem, so we encourage you to get in the know (learn) about local services, before you need to know, so you know what to do more automatically and get more timely care. Look out for information - <https://bit.ly/RightNowNHSLLR>



You can help by:

- **NHS 111** - as the first port of call for urgent health needs go online. **Call NHS 111 if you cannot get online.**
- **Urgent Mental Health** - Call 0808 800 3302 for urgent mental health problems or visiting a Neighbourhood Mental Health café
- **Only use 999** - **If it is a life-threatening emergency (when someone is seriously ill or injured and their life is at risk).**
- **Pharmacy** - Looking after minor illnesses and injuries yourself at home. You can use a local pharmacy, the NHS App or NHS 111 online for advice.
- **GP practice** - Use as normal for other health issues.

Suggestions, ideas or comments welcome



The Patient Participation Group (PPG) would like your assistance. Do you have any suggestions, ideas or comment you would like us to consider to help improve your experience at this practice?

Write into the Surgery addressing the envelope for the attention of PPG Chair only or send an email to downingdrivesurgeryppg@gmail.com

All letters and emails will be treated as strictly confidential, no personal details will be shared with the Doctors or Practice staff without prior agreement with the sender.

Don't delay let's hear your views today !

Downing Drive Surgery Patient Participation Group (PPG)

Summer Newsletter



Please take one

or check the website:

www.downingdrivesurgery.nhs.uk

Downing Drive Surgery's Patient Participation Group



ALL REGISTERED PATIENTS ARE INVITED TO PPG AGM

DATE: Monday 24th September

TIME: 6pm

VENUE: Downing Drive Surgery, 155 Downing Drive, Evington

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



The Patient Participation Group (PPG) are currently looking for additional patient volunteers to ensure patients are involved in decision about the quality of service the Surgery provide.

Following the covid pandemic, we have continued to meet on average every 6 weeks face-to-face at the Surgery.

We are aware, however, that some groups of patients are under-represented at present. With this in mind, we would like to hear from any registered patients, ideally if your below the age of 45 who would be interested in joining us.

If you would like to join or find out more about what we do, please contact the practice manager or the PPG chair on - downingdrivesurgeryppg@gmail.com in the first instance.

PPG COFFEE MORNING



You are all invited to our befriending service!!

MONDAY mornings at 10.00am - 11.30am (Except Bank Holiday or Severe Bad Weather)

Held next door at The Church of God next to the Surgery (+ free parking)

We have some regular attendees who enjoy the support, help, company and chat. The Church of God very kindly lets us use one of the side rooms off the main hall. The room is bright & warm. We are always glad to welcome people in for a chat, offer support where possible. We encourage everyone to come and experience one of these sessions, the only costs is £1 for tea or coffee and biscuits (with free refills) to help running costs.

Please see our Surgery notice board for up and coming events

PPG BOOKSHELF

Have a look and purchase one of our books which helps raise operational funds for the PPG. Each book will be individually priced, if you would like to purchase, hand the correct amount to one of the reception staff.



If you would like to donate any book, please let the reception staff have your contact information and one of the PPG members will be in touch.

Do not bring and leave them in the Surgery reception.

MEET THE TEAM – Who should I see ?

- **Dr Ball** - Women's Health (i.e. coils and implants, steroid injections)
- **Dr Ahmad** - Minor Surgery.
- **Dr Verma** - Joint injections, Leads in Respiratory, Leads on Medical Student Placements.
- **Dr Boughellam** - Specialises in Diabetes.
- **Dr Sahota** - Minor Surgery, Joint Injections, Safeguarding Adults Lead and Specialises in Learning Disability Care.
- **Dr Morant** - Joint Injection, Safeguarding Children, Cardiology Lead.
- **Sister Vanessa White** - advanced Nurse Practitioner and she does all our minor illness consultations supporting the GPs and leads on anticoagulation.
- **Batula Abdulrahman** - practice Nurse who specialises in diabetes and childhood immunisations and she also does all other practice nurse duties.
- **Mary Paul** - is our new practice nurse who is a qualified nurse and has been upskilling in practice nurse duties. She covers Asthma, COPD and Coronary heart disease reviews as well as simple contraceptive pill checks and zoladex and B12 injections.
- **Sheetal Rana** - is our Health Care Assistant and does our NHS health checks, blood pressures, blood tests, some chronic disease management and is now able to give some injections.
- **Yvonne Stevenson** - is our Phlebotomist who mainly does blood tests but she can do blood pressures and also gives some injections such as flus and B12.



APPOINTMENTS:

To increase our capacity of appointments for patients and in line with the changes implemented by NHS England as of April 2023, we will be required to utilise all healthcare professionals within our local area when offering appointments.

This will include signposting you to community pharmacist, health care assistants, advanced nurse practitioners, practice nurses, secretaries, social prescribers, 999, as well as self-referral services such as mental health support and physiotherapists.

Practice staff will be asking you a few questions following a health navigation tool so that we can offer you the correct service or clinician for your problem.

Appointments may not always be at Downing Drive Surgery or within practice hours.

