

The Wycliffe Medical Practice Newsletter

January – March 2017



Join our Patient Group

We have a thriving Patient Group who meet every two months to discuss a variety of subjects relating to our services and to provide us with feedback on many issues. We also have a Virtual Patient Group – made up of those people who are not able to commit to attending regular meetings but would like to receive information and have the opportunity to provide feedback by email. We also send the Virtual Group notice of any meetings taking place in the local area with significance to health care services.

The Virtual Patient Group currently has over 300 members but we are sure there are many more of you who would like to be included in this distribution list. If you are interested, please send an email to our Patient Group Administrator, Sam, at wycliffe.medicalpractice@nhs.net or contact us via our website.

Details of Patient Group Meetings can be found on our website:
www.wycliffemedicalpractice.nhs.uk/



Make 2017 the year you STOP SMOKING

Leicestershire's new stop smoking service – QuitReady Leicestershire was launched in January 2017.

Quit Ready Leicestershire provides a telephone-based quit line, supported by a range of online resources. The service offers behaviour support through telephone, text, web chat and live chat. Face to face appointments are available to people with mental ill health, pregnant women and vulnerable groups.

The service is an e-cig/vaping friendly service and encourages e-cig users to contact the service, where they will receive behavioural support and advice. The new service is evidence-based and will support smokers in the way that they want to be supported.

Stop smoking advisors will be available Mondays to Fridays (9am to 7pm) and Saturdays (10am - 2pm) at www.quitready.co.uk or by phone 0345 646 66 66.

Do You have Diabetes?

The Diabetic Retinal Eye Screening Service will be at the Practice from 6- 28 March. You should receive an invitation letter in the post soon – if you have any queries about this service please call 0116 258 3150.

The Wycliffe Medical Practice Newsletter

January – March 2017

Ordering Your Repeat Prescriptions

We are committed to making it easy and straightforward for patients to order their repeat medication but we also want to ensure repeat items are not ordered unnecessarily as this is a waste of NHS funds. We are therefore asking patients to order directly from the surgery using a variety of methods - your prescription will still be sent to the pharmacy of your choice to enable you to collect at your convenience. There is no change to our standard 48 hour timescales and you can request your repeat medication up to 2 weeks before it is due so that you have it in time.



Click and Collect – order online through our website

www.wycliffemedicalpractice.nhs.uk/

In order to access the online repeat prescription request facility, you will need to bring your photo ID, either Passport or Driving Licence, into the surgery so we can issue you with your login details; this is to protect the security of your medical record.

Once you do have online access, this method is quick and easy to use and ideal for busy people as you can order from anywhere at any time of the day or night!



Call our 24 hour voicemail on 01455 200 793.

Please leave your name, date of birth, prescription items required, your contact number and the pharmacy you would like us to send your prescription to. **Please note - repeat prescription requests cannot be taken on the main surgery number.**

If you think your order is too complicated to leave on a message, please simply provide your name and contact details and ask that a member of our prescription team call you back. Our specialist staff can then take your order and answer any queries you might have.



Come to the Practice and order in person - Bring your request to the surgery on Monday - Friday 8.30am - 6.00pm. There is a post box in the waiting room. If you need to post your request when the surgery is closed, there is also a post box in the wall to the left of the main surgery entrance next to the fence.

For patients who are too ill or frail to order their own repeat medication, the local pharmacies do continue to offer an ordering service – please let us or your pharmacy know if you or a member of your family need to be included in this initiative.

The Wycliffe Medical Practice Newsletter

January – March 2017

Urine Samples

We have had some problems with Urine Samples recently which have put our staff at risk and we would like to share with you some information which should be helpful if you ever have to provide a sample.

Please use a urine sample container – you can collect these from Reception. Please do not use jam jars, film reel canisters or any other household container – your sample could be contaminated and this will make the test inaccurate. Please avoid bringing your urine samples in on Friday afternoons as we will be unable to send these items for laboratory testing.

If your doctor or nurse gives you a form to hand in with your sample, please ensure you do bring that form with you. If you do not have a form, you must provide some details to the receptionist when dropping of your sample – please don't simply place it on the Reception Desk and leave.

Please ensure the outside of the container is clean and dry.

We do offer a special service to female patients aged 18 – 65 who suspect they have a urine infection – you can bring us a sample, fill in a form and we will let you know later that day if you require treatment or offer further advice. If you are outside this age range, are pregnant or male and suspect you have a urine infection, please make an appointment in our Urgent Access Clinic.



U3A

Are you retired or semi- retired?

The University of the Third Age (U3A) movement is a unique and exciting organisation which gives retired and semi-retired people the opportunity to get involved in a wide range of activities. Whether you are looking to develop a new interest, join in a leisure pursuit or learn a new skill there will be something for you to enjoy.

Lutterworth U3A is a thriving group offering a wide range of activities including golf, bridge, handicrafts, walking for various abilities and wine appreciation!

Visit the website to see the full range of activities -

<http://u3asites.org.uk/lutterworth/welcome>

New members are very welcome and you can speak to existing members or join a taster session to find out more before joining.

The Wycliffe Medical Practice Newsletter

January – March 2017

Helping you to Prevent Type 2 Diabetes

We are very pleased to be able to offer our patients at risk of type 2 Diabetes the chance to participate in the Healthier You Programme. This offers a quick start approach of four weekly meetings followed by optional maintenance sessions, once per month for 8 months. The programme has been very successful in helping people work towards healthier lifestyles by providing support and practical advice.

We will be writing and texting eligible patients to offer them places and once at least 12 people are interested, sessions can be set up in Lutterworth. If you receive an invitation and are interested, please let us know as soon as possible.

Urgent Access Clinics for Minor Illness

If you call us to request an urgent or same day appointment, our reception team will ask you to give some details of your symptoms.

We understand that sometimes you may not feel comfortable in doing this, and if this does apply, please do say so.

However, if you are able to provide some information, it helps us to ensure you are seen quickly in the most appropriate clinic - and in many cases this will be the Nurse Led Minor Illness Clinic.

We have recently expanded this service to include extra appointments on Fridays.

The clinics are usually run by Steph or Judy. They both have experience in diagnosing and recommending treatment for a wide range of common illnesses, including chest infections, coughs, ear problems, urine infections and tonsillitis. If you need a prescription to manage your condition, they will be able to provide this for you.

Car Park

Please note that the Medical Centre Car Park should only be used when you are attending one of the GP Practices or The Feilding Palmer Hospital. We are increasing the surveillance in the car park and putting notices in The Swift Flash to raise public awareness as mis-use of the car park causes distress to our patients when they have difficulty finding a space to park. Please can we ask you to help us in raising awareness and ask any family or friends who are using the car park incorrectly to stop doing this.