

# Winter newsletter 2022 from the Patients' Forum



## News from the Hicks Group Practice

We now have 15,730 patients – an increase of 73 since September.

There are several recent and forthcoming staffing changes at the Practice. Dr Laura Grady is on maternity leave from November. A new GP Dr Taiwo Olufemi is joining in February to replace Dr Victoria Sanderson and Dr Venkat-Raman will be welcomed back from maternity leave in February.

Across Cambridgeshire and Peterborough, we are 100 GPs short and all the doctors at Charles Hicks and Roman Gate are working extremely long hours both in the surgeries and at home. Administrative tasks are taking up a lot of their time and increasingly these include tasks which were previously carried out at hospital such as writing prescriptions and reviewing blood tests.

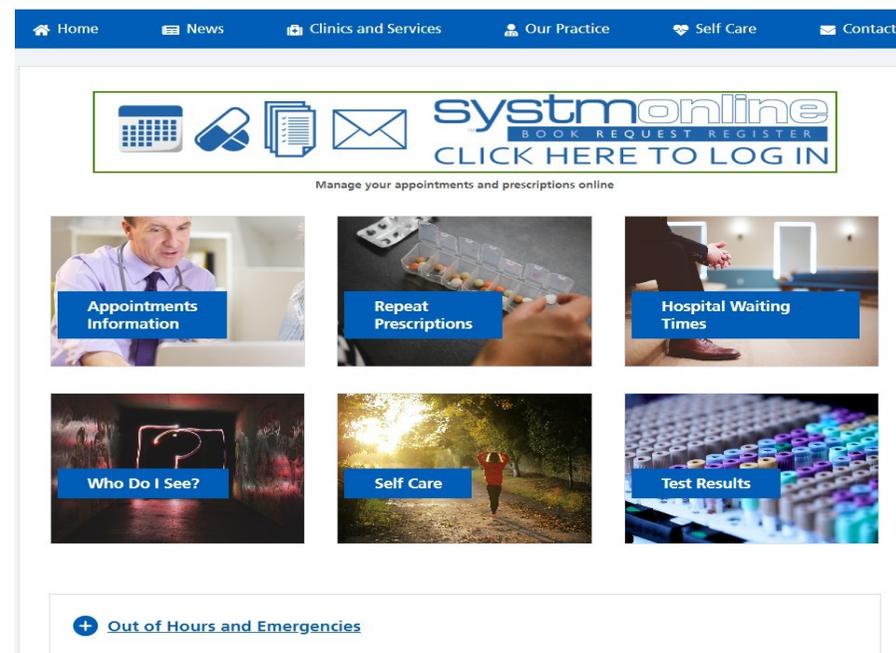
Amy Pitts and Sarah Manchett have joined the reception team – but there are still 2 vacancies to fill. Joanne Emmins is leaving the reception team to accept a promotion at another practice and Sasha from admin is relocating to Lincolnshire. The reception team have been under significant pressure recently due to high levels of sickness and vacancies. Also, the phone lines went down unexpectedly for one day in November! Please bear with us by respecting all the Practice staff for their hard work and understanding the strains across both surgeries and the NHS system more widely

## Christmas and New Year closures

**Both surgeries will be closed on 26th and 27th December also on Monday 2nd January 2023.**

## New website for the Practice

Members from the Patients' Forum have been working with our 'digital champion' Stuart, who is developing new websites for the four practices in our local Primary Care Network – starting with the Charles Hicks practice.



The aim is to provide easy to find online information to enable new and current patients to:

- easily register for many online services from the Practice
- make appointments online
- manage repeat prescriptions
- check who is the best person to see for your symptoms
- access extensive online self-care information and advice.

The new site will have a fresh design and be more useable on mobile phones. It will also have many more accessibility features for users requiring different font sizes, changes to contrast and much more. Go to - <https://www.charleshicksmedicalcentre.nhs.uk/>

## Join our new Healthy Living group

Are you trying to keep your weight down with the start of winter?

Do you feel lethargic with no energy throughout the day?

Do you want to generally improve your health and fitness?

Not sure where to turn for local support?

Our friendly group meets on Monday evenings each week at Roman Gate surgery led by Mick, our experienced Health and Well Being coach. The Healthy Living group can provide suggestions and support to help you to become healthier and happier as well as reduce the risk of developing more serious health conditions such as diabetes, hypertension or even strokes.

Sharing experiences with others can help you to plan changes to your weekly diet and exercise that are affordable and effective. Whether you want to lose weight, share favourite recipes or just get tips on local walks, gyms or swimming pools, joining our mixed Healthy Living group can provide just the motivation you might need.

**Come along to the Roman Gate surgery at 5.30—7.00pm on the 9th of January and give it a try - it's free!**

## Primary Care Network

Our local Primary Care Network (PCN) is made up of the Charles Hicks Practice, the Acorn and Priory Fields surgeries in Huntingdon and the Papworth surgery. With increased demand and a shortage of clinical staff, Practices can provide a greater range of more personalised care for patients. Our PCN team includes Health and Wellbeing coaches, Social Prescribers, Care co-ordinators, Community Matrons and Clinical Pharmacists. For more information, visit the website at <https://www.huntingdonpcn.nhs.uk/about-us/>.



## Your Patients' Forum

We are looking for new members! We want our Patients' Forum to be truly representative of our patient population – especially younger patients. No special qualifications or experience are required. We are a friendly group, and we would like to warmly welcome you.

As a member of the Patients' Forum, you can:

- provide feedback to Practice staff on patient services and suggest improvements to patient care
- share information on planned changes at the Practice and other new health initiatives
- suggest and plan events in the wider community to promote good health and wellbeing
- help raise funds for equipment and improved facilities at the Practice beyond those currently supplied

We are members of the National Association for Patient Participation (NAPP) and follow the good practice of the Patients Association. By sharing contacts and expertise we plan to take our Patients' Forum forward in 2023 as pressures across the NHS continue to increase.

Our next meeting in January is to share and discuss ideas and develop plans for the future, prior to an emergency AGM in March to elect a new committee.

If you want more information, or want to become a member of the Patients' Forum, please complete and return the form on the new website at:

<https://www.charleshicksmedicalcentre.nhs.uk/signing-up-for-patient-forum/> and then click '**submit**'.