

# Hama Medical Centre

## People on the move update

In the past few months, We have had staff that are new starters and staff sadly leaving. Here is an update of the people that are on-the-move:

**Joanne Stackhouse** - Jo has been with Hama Medical Centre for over 21 years, so it's safe to say that she had become part of the furniture. Jo has secured a new role in helping the community purely for visits to patients homes. Jo, you will be very sadly missed however we wish you every success in your new role and I'm sure you won't be a stranger.

**Dr. Evgeniya Petkova** - Dr. Petkova re-joins the Hama Medical Centre team after a few months away. Evgeniya is a very well experienced doctor, and I think it goes for everyone when we say welcome back!

**Dr. King Ngu** - Dr. Ngu has now left the practice. King had practiced here for over 3 years. He has since secured a role working at a different practice that matches his ambitions. We wish you the best of luck.

**Catherine - Mental Health Occupational Therapist** - Due to a re-shuffle of the MHOTs, Catherine will be helping support other practices which sadly means she will not be attending Hama Medical Centre as part of their new routine. I'm sure we will still see you around!

**Amanda - Mental Health Nurse** - Amanda will be taking over where Cath left off and wither her knowledge and background, I'm sure that you will be a great addition to the team.

If you have any questions about people on the move, please pop in and have a chat!



Ways to get in touch produced by Sam Chevalier-Crampton

## Need clinical advice?

Here are the different methods available to reach us here at Hama Medical Centre.

### Website Request

Head to our website where you can find a library of information that could help you without needing to contact. However, should you find yourself busy or want to contact us on the go, you are able to 'Submit a new request'. This is open for admin related queries such as an extension to a sick note, change of address or even just to tell us your feedback. We have now also opened medical enquiries, so that you are able to ask a clinician a question without booking an appointment.

### NHS Application

The NHS app is a great thing especially for those that are okay with technology. It is easy to learn and use. You can view your records, test results and even order repeat medication or request a medication you have had previously. Scan the QR code with your smartphone and download the app today! If you would like help with setting this up, please let a receptionist know so that the Reception Manager can assist. You are also able to message through this app.

### Phone call

There is someone in our practice throughout our opening times that will gladly take your call. Please prepare to tell us a brief description of your medical issue however you do not have to give us your reason. Please bear in mind that if we do know a brief outline of your problem, we can point you in the direction to get the best help possible. Please note, we do not take prescription requests over the phone.

### Email

We have a generic email that is monitored throughout the day. Should you have a query that is not urgent, please email us at: [micb-mn.c84624@nhs.net](mailto:micb-mn.c84624@nhs.net)



QR codes to download NHS app!

## Appointments update

See below for an update on the services we offer

We offer a wide range of services in practice; however, we are currently under the pressure of winter and as such, we wanted to update you on the length of time for certain appointments.

We are aiming to reduce these times and working tirelessly to do so.

### GP appointments

If your medical problem is a bit more urgent, we do have emergency appointments that are released when our phone lines open at 7:30am. These appointments do go very quickly, so please make sure that you call as soon as possible.

### Nurse Appointments

Our nurse appointments cover a variety of different services and as such our nurses are very busy! Jo is unfortunately leaving at the end of December (best of luck, Jo!) which means we are on the look out for a new nurse!

### Mental Health Nurse

Whilst we are in the transition of staff, we currently have available appointments and will be available every Monday. We currently have a waiting list for this service and those on it will be contacted once appointments are available.

### First Contact Physiotherapist

Sean is our physio and works all day on a Friday. We may point you towards physio if you have a new pain somewhere and we think that Sean may be able to help



Picture from the movie 'How the Grinch Stole Christmas'.

## How the grinch stole Christmas...

A snippet from the famous poet Dr. Seuss

Every Who down in Whoville  
liked Christmas a lot... But the  
Grinch, who lived just north of  
Whoville, Did NOT! The Grinch  
hated Christmas! The whole  
Christmas season! Now, please  
don't ask why. No one quite knows  
the reason. It could be his head  
wasn't screwed on just right. It  
could be, perhaps, that his shoes  
were too tight. But I think that the  
most likely reason of all, May have  
been that his heart was two sizes  
too small. Whatever the reason, his  
heart or his shoes, He stood there  
on Christmas Eve,

hating the Whos, Staring down  
from his cave with a sour, Grinchy  
frown, At the warm lighted  
windows below in their town. It was  
quarter past dawn... All the Whos,  
still a-bed, All the Whos, still a-  
snooze when he packed up his  
sled, Packed it up with their  
presents! The ribbons! The  
wrappings! The tags! And the tinsel!  
The trimmings! The trappings!  
Three thousand feet up! Up the  
side of Mt. Crumpit, He rode with  
his load to the tiptop to dump it!

## Merry Christmas and a Happy New Year!

As we approach the end of the year, we tend to think about the highlights and the good times but also, what we could have changed and made better.

Sadly, there are families that have lost a loved one and will be their first Christmas without them. We understand this may be a hard time for those people and as such we would like to offer our support.

**Cruse** Bereavement  
Support

Cruse are the UK's leading bereavement charity and help people through one of the most painful times in life. It is free to call them, and they are open 10am-2pm on Christmas day and Boxing Day. They will also be available via email.

Website: [www.cruse.org.uk](http://www.cruse.org.uk)  
Contact: 0808 808 1677



Marie Curie provide support over the phone or via web chat and are available on Christmas day and Boxing Day 10 - 2 and 10 - 4.

Website: [www.mariecurie.org.uk](http://www.mariecurie.org.uk)  
Phone: 0800 090 2309

## Patient Participation Group

Are you interested in joining?



The Patient Participation Group (PPG) are a group of residents in our community that are a patient with us. The PPG meet with the Reception Manager and Practice Manager to discuss a preset agenda and to openly speak about anything that we all feel could be improved upon.

This can be anything from the look of the waiting area to if there are any issues within the community. We are open to any constructive suggestions on how we can improve.

If you are interested in join the PPG, please get in touch where we can invite you in to discuss!

## New Patient Registration

We are taking in patients that are within our community. If you are someone that is looking for a new doctors surgery or have recently moved into the area please come in to collect a paper form. You are welcome to fill out the form at our practice, however for adults, we require your Photo ID and a proof of address.



If you have any questions, contact us on 0115 938 2101 or email [nnicb-nn.c84624@nhs.net](mailto:nnicb-nn.c84624@nhs.net)

## Reception and Administration Team

As you are aware from this newsletter, we are facing pressures of the winter season and other unforeseen circumstances. We have witnessed an increase in aggressive behavior and whilst we understand frustrations, we totally understand that your health is priority. We are looking into more ways to be able to help, but please refrain from such behavior towards our reception and admin team. We have a zero-tolerance policy with such behavior and if we experience this, we will politely ask you to find a new practice and could potentially give you notice that we are removing you from our records. Of course, this is not something that we take lightly. However, we are here to help you and will always do our best to give you the best service possible.

Should you have any questions or concerns about the service you have received, we encourage you to speak openly to our management team *Lisa* and *Sam* who will take your concerns and feedback seriously. If you would like to speak to us, please contact us on **0115 938 2101** or use the email - [nnicb-nn.c84624@nhs.net](mailto:nnicb-nn.c84624@nhs.net) and we will be in touch to speak with you. Alternatively, you are more than welcome to come into the practice where we can speak with you face to face or arrange a suitable time to do so.



From all the team here at Hama Medical Centre