

## Appointment update

We continue to work with a triage model for all requests to see a GP. Any patient who feels they need to consult with a GP will be spoken to on the telephone initially. If a patient needs a face- to- face consultation after speaking to a GP, the GP will arrange an appointment time for the patient to come to the surgery to be seen. Our clinical staff are also using accuRx which enables them to video call patients and for patients to send in images to the practice. We are planning to extend the number of pre-bookable on-line appointments to include phlebotomy. We will update our website once these appointments are available.

Our automated booking system is working well with positive feedback from those patients who have accessed it. The system provides patients with an alternative option for booking a same day telephone appointment, checking or cancelling an existing appointment or requesting a repeat prescription. We are hopeful that this will improve access for patients who need to contact us for a same day telephone appointment but are unable to call at 8.00 am. A number of same day appointments are available to book between 6.00 am and 7.59 am Monday to Friday. The practice is looking to extend the automated option further.

## Covid Booster Vaccination

The NHS has now rolled out Covid Spring booster jabs for people most at risk from the virus. People aged 75 years and over, older people in care homes and those aged 12 years and over with a weakened immune system are being offered the spring booster. Covid is more serious in older people and those with a weakened immune system and their protection from the vaccine may be lower and may decline more quickly.

This campaign is not being delivered from Burbage Surgery. The NHS will contact those who are eligible, six months after their last dose and people should wait until they are invited. Everyone who is eligible will be offered a top up vaccine over the spring and early summer. Read more here:

[www.leicestercityccg.nhs.uk/news/ccg-news/spring-booster-jabs-being-offered-for-people-most-vulnerable-to-covid/](http://www.leicestercityccg.nhs.uk/news/ccg-news/spring-booster-jabs-being-offered-for-people-most-vulnerable-to-covid/)

## Reminder on how to access the Automated system – please read carefully

Patients can access the automated system by pressing Option 1 on our telephone system. Patients using the system are advised to listen to instructions carefully and not to hang up until the system confirms that your appointment has been booked. During the call you will be asked to leave a short message for the clinician to explain the reason for the request. Please keep the message brief. Messages can only be retrieved for confirmed appointments. Therefore, if the system does not confirm that your appointment has been booked, your message cannot be accessed by our staff. Patients wishing to request their repeat prescription via the automated system will need to obtain a PIN number from Reception or Dispensary.

Patients may continue to book appointments with our reception team by selecting Option 2 on the telephone system.

Wolvey surgery is open for dispensing services, ENT and phlebotomy. Sapcote and Sharnford Surgeries remain closed.



## Staffing changes

Dr Benedict Hunjan joined us in December 2021 and has now moved on to the next part of his training. Dr Tarunika Mekala has now joined the practice and Dr Ishani Karunathilaka is due to join us later in April 2022. Both GP Registrars will be with us until August 2022. We are pleased to announce the appointment of Dr Rachel Walker as Salaried GP from April 2022. Dr Walker completed her training at Burbage Surgery recently and we would like to welcome her to our practice team.

We have several staff working from our practice who are employed by our PCN (Primary Care Network). These staff are shared with other practices within our area and provide valuable support for our patients. They are:

- **Lesley Galvin, Nimisha Karia, Davinder Sandhu and Katie Greenback – Practice Pharmacists (supporting the Doctors with medication reviews, consulting with patients on medication queries and the management of prescribing initiatives)**
- **Di Beste and Louise Lock – Social Prescribers (Providing support to patients with social care requirements)**
- **Gemma Richardson – First Contact Practitioner Physiotherapy (Initial assessment of patients presenting with soft tissue, muscle and joint pain and to decide the most appropriate management pathway).**
- **Tarwanza Marara – Mental Health Practitioner – Providing Mental Health Support to our patients.**

## P.P.G AGM

The AGM meeting will be held at 6.00 pm on Tuesday 12 April 2022, at Burbage Surgery. Committee members will be elected during the meeting. All patients are welcome to attend. Please contact Tony Sheldon on 07729367763 to reserve your place. Please remember it is YOUR PPG and new members are always welcome.

## Easter Closing

Burbage and Wolvey surgeries will be closed on Friday 15th April 2022 and on Monday 18th April 2022 for the Easter Bank Holiday. There will be further bank holiday closures in June due to the Platinum Jubilee.

We will update our website once our closure is confirmed.

Please note the wearing of face masks remains compulsory when in surgery



## Reception Staff Required.

We are recruiting additional reception staff to assist our patients. Successful candidates will be motivated and enthusiastic with strong communication skills. You will be required to work flexibly as part of our reception team with a particular focus on customer care.

The position will be for 25 hours per week worked on a shift arrangement. Experience in General Practice is not essential. For further information and an application form, please contact: Wendy Shaw, Practice Manager, Burbage Surgery, Hinckley, Leics LE10 2SE.

Tel: 01455 634879.

Closing date for applications: 29th April 2022