

## Appointment update

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

We have received a number of calls from patients who have been unable to access the automated system. Very often it is because patients have not followed the instructions clearly or patients are not speaking clearly when using the automated system. The automated system is available for booking same day appointments between 6.00 am and 7.59 am Monday to Friday. If you call after 8.00 am you will need to speak to reception to request an appointment, but you may continue to use the automated system to check/cancel an appointment or to request a repeat prescription.

Patients can access the automated system by pressing Option 1 on our telephone system. Patients using the system are asked to listen to instructions carefully and not to hang up until the system confirms that the 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. We are also trialling same day on-line access.

## PPG Coffee Morning

The PPG held a coffee morning at the Pentecostal Church in Burbage on 1st July 2022. The event was organised by our Social Prescribers, Di Beste and Louise Lock in conjunction with the PPG. The event was well attended by patients. The coffee morning was an opportunity for patients to meet our team and to raise awareness of support available to patients with dementia and their carers. A number of support organisations attended the coffee morning to offer their services. The PPG are planning to run these coffee mornings on a regular basis and a further event has been arranged for Friday 2nd September 2022. Please see details here...

## Covid/Flu Autumn Campaign

The Covid/Flu Autumn campaign will be delivered to our patients from Burbage Surgery on Saturdays in October but is dependent on delivery dates of our flu vaccines. The surgery will contact those who are eligible and will immunise patients with both vaccinations if required during one visit. Provisional Covid/Flu dates are Saturdays 1st, 8th, 22nd and 29th October 2022. Clinics will run between 8.30 am and 1.00pm. Dates for weekday clinics and Wolvey are still to be confirmed. Once dates are confirmed, we will ask patients to book appointments. Appointments will be available to book on-line and via the automated option. We will also be visiting patients who are unable to get into the surgery at home. Patients who require vaccination but are unable to get into surgery due to illness or disability should contact reception to be put on the housebound list.

We will update our website with further information and confirmed Covid/Flu clinic dates. Please check our website for updates

## Staffing changes

**Dr Ishani Karunathilaka** and **Dr Tarunika Mekala** have now moved on to the next part of their training. **Dr Ghazanfar Zaidi** and **Dr Rajeev Upreti** have re-joined the practice and will be with us until August 2023. We are pleased to announce the appointment of **Sister Donna Callow** to our Practice Nursing Team. Donna joined us as a Practice Nurse on 18th July 2022. We have also appointed, **Sister Kinjal Rana**, who will be joining us as a Practice Nurse on

5th September 2022. **Jenny Drinkwater** and **Abbi-Rose Bartlett** joined our reception team on 18th July 2022. We would like to welcome all staff to our practice team.

**Annette Martin** retired from the practice at the end of June 2022. Annette worked within the admin team at the practice more than 25 years. **Sister Pinder Sanghera** has also announced that she will be retiring from the practice on 31st August 2022. Pinder is well known to many patients, particularly her Respiratory Patients. Both members of staff will be greatly missed but we wish them both a long and happy retirement.

## Dr S K Sil

We were sorry to hear that one of our former Partners, **Dr Samir Sil**, passed away recently. Dr Sil was a Partner at Burbage Surgery for many years until his retirement in 2003 and played a major part in the building of our present surgery premises in 1984. Our condolences have been conveyed to his family.



Social Prescribing

## The Power of Time and Connections

GP surgeries in the Hinckley and Bosworth, Blaby and Charnwood areas provide a Social Prescribing Service. This service is delivered by Social Prescribing Link Workers (known as Social Prescribers). Social Prescribers connect people to agencies, organisations and community groups that offer direct support, information and advice.



Patients are referred to 'Social Prescribing' by a member of the GP surgery team. Social Prescribers have the power of time, giving patients time to discuss what matters to them and what changes need to be made to improve their health and wellbeing.

The social prescribing service is delivered to meet the needs of the individual. This may be signposting or referral to a group such as 'Support for Carers Leicestershire' or linking the person with a local walking group or community garden.



For more information ask a member of your GP Surgery Team.

**The Burbage Surgery**  
**'Patient Participation Group'**

are pleased to invite you to a  
**Coffee Morning**

**Friday 2nd September 2022**  
**10:30 am to 12 noon**  
at **Hinckley Pentecostal Church**  
12 Tilton Road, Burbage LE10 2SE

**£1 contribution for beverages**

Partnered with The Burbage Surgery, Social Prescribing Link Workers and Hinckley Pentecostal Church

Please note the wearing of face masks has been reintroduced and there is a requirement for them to be worn by patients when visiting our surgery unless exempt. We thank you for your co-operation

