



The Jubilee Practice News

March 2023

Staff Announcements

We have welcomed some new faces to our clinical and admin team since December 2022

MEET OUR NEW MEMBERS OF THE TEAM...



1 - Vishal Ramji - Senior Clinical Pharmacist

A Little About Me....

Hi, I'm Vishal, and I joined The Jubilee Medical Practice in December 2022 as Senior Clinical Pharmacist. I qualified as a pharmacist over 20 years ago and recently decided to make the move from community pharmacy to primary care 4 years ago when I became a non-medical prescriber. I find working in general practice a very rewarding role where I am constantly learning and developing as a healthcare professional and particularly enjoy the patient interaction.

I live locally with my wife and 2 boys and look forward to serving my local community. In my spare time I like to keep active by playing football, badminton, squash (or pretty much any sport really). I also love travelling, going to the movies, spending quality time with my family and am a TOTAL foodie!!



2 - Wendy Amos - Patient Services Advisor

A Little About Me....

My name is Wendy. I have been a carer for 15 years which I loved but felt I was ready for a change. I joined the Jubilee Medical Practice in December 2022 and I am loving the new challenge and helping people in a different way. In my spare time I enjoy spending time with my family and reading when I get the chance!



3 - Victoria Tingle-Goodman - Operations Administrator

A Little About Me....

I joined the Jubilee Medical Practice at the start of January this year as an Operations Administrator. I have just over 2 years experience working within primary care, with my previous job role being a GP receptionist. In my spare time I enjoy seeing friends and family and shopping! I am excited to be a part of the team and learning new skills. I am looking forward to the new challenges ahead!



4 - Nyah Smith - Patient Services Advisor

A Little About Me....

Hello, my name is Nyah, I am 21 years old and only recently joined the practice at the beginning of March! I am new to General Practice but have previously worked for the NHS, working around Safeguarding at Gwendolen House.

*Outside of work I enjoy spending time with my family and friends and going to various places, my favourite being mini golf!
I am very excited to begin my journey at Jubilee and getting to know everyone!*



We will be saying farewell to our Salaried GP, Dr Edward Allen who will sadly be leaving us at the end of March. He has been a great addition to our doctor team since he joined us in August 2021 but the practice wish him all the best in his future endeavours.

Practice News

You Said, We Listened...



We had an overwhelming response to our recent patient survey which was sent out in October 2022 and we would like to thank all those that took the time to complete and send it back to us. It was lovely to hear such positive comments particularly about our hardworking, dedicated team!

Of course, with the positive comes some negative, which is why we have listened to your comments and tried to make improvements in some of the areas which were highlighted to us, particularly in regards to accessing services and phone waiting times etc.

So what are we doing?

- From Monday 27th February 2023, we will only be taking calls between **8am-10am** or **2.30-4.30pm** if you have a new problem that requires an urgent on the day appointment. For routine appointments and administrative queries you will need to call between **10am-2.30pm** or **after 4.30pm**. Routine appointments will be released daily at 10am for up to 2 weeks in advance. We hope this will help alleviate the queue times and enable our patient services team to answer your call and deal with your problem more promptly.
- From **April 2023**, there will be a direct cancellation line option. This will only be available to patients who need to cancel an appointment and need no further assistance.



- Our Health Pods in the waiting area are now fully up and running for patients to use for things such as checking blood pressure, height, weight, pill checks and completing diabetes questionnaires. Patients are encouraged to use these before attending for an appointment, any information entered will then instantly be uploaded to your medical record. If you require any assistance using the pod, a member of our patient services team will be happy to help.



- We are currently in the process of updating our website to make it much more user friendly and easier to navigate. We hope this will give our patients better access without the hassle of needing to come in or phone us.
- As of 1st October 2022, appointments have been made available outside of normal practice hours. The Enhanced Access Service means we can now offer GP telephone appointments on a Monday and Friday evening 6.30-8pm and nurse appointments on a Saturday between the hours of 9am-5pm. These appointments are based at Thurmaston Health Centre and can be booked via our reception team.




Care Quality Commission






The Practice will be shortly undergoing a routine review of care by the Care Quality Commission (CQC). As part of this process the CQC and the Practice would appreciate you taking the time to provide us with feedback of your recent experiences with the Practice. To provide your feedback please click on the link below. <https://www.cqc.org.uk/give-feedback-on-care>


Many thanks for taking the time to complete this.


Stay well

Guide to help you choose the right service for you and your NHS



Self-care	Pharmacy	GP	Minor Injuries	A&E/999
<p>Hangover, Cough, Colds, Grazes, Small cuts, Sore throat.</p>  <p>Self-care is the best choice to treat minor illnesses and injuries. A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.</p>	<p>Diarrhoea, Earache, Painful cough, Sticky eye, Teething, Rashes.</p>  <p>Pharmacists advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&E department, and save time. No appointment is needed and most pharmacies have private consulting areas.</p>	<p>Arthritis, Asthma, Back pain, Vomiting, Stomach ache.</p>  <p>GPs and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems.</p>	<p>Cuts, Sprains, Strain, Bruises, Itchy rash, Minor burns.</p>  <p>Minor Injuries Units, Walk-in Centres and Urgent Care Centres provide non-urgent services for a range of conditions. They are usually led by nurses and an appointment is not necessary.</p>	<p>Severe bleeding, Breathing difficulties, Severe chest pain, Loss of consciousness.</p>  <p>A&E or 999 are best used in an emergency for serious or life-threatening situations.</p>

NHS 111 If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call NHS 111.  24 hours a day 7 days a week

NHS Choices You can also access health advice and guidance or find your nearest service online through NHS Choices.  Visit www.nhs.uk

Published by NHS Northern, Eastern and Western Devon Clinical Commissioning Group

Health In The Community

Looking after your Mental Health



We are seeing a huge increase in calls from patients experiencing mental health difficulties, which can be influenced by numerous factors such as personal history (family, relationships and how they see themselves) or social circumstances (including housing, employment and education). Many mental health problems can be prevented or mitigated with the right approach.

There are many services now available within Leicestershire and Charnwood for those struggling with their mental health and it is important to know that you do not need to face these thoughts

and feelings alone. Below are just a few of the Mental Health and Suicide Prevention initiatives available in the local community.

Face to Face/Digital Support



5 - *Crisis Cafés* - Support for those who need immediate help with their mental health. Experienced staff teams are available to provide emotional, social and practical support if you are in crisis or feel you are heading toward a crisis situation, in a welcoming, comfortable, non-judgmental, and non-clinical environment. Anyone aged 18 and over can access the service – you don't need a formal referral or appointment.

Loughborough Crisis Café: Loughborough Wellbeing Centre, Asha House, 63 Woodgate, Loughborough, LE11 2TZ, open Monday and Fridays 5pm-11pm. Telephone 07816 350 215

For more information and full list of venues please visit [Leicestershire Partnership NHS Trust](#)



6 - *The Tomorrow Project* offers one-to-one, confidential, face-to-face support for anybody from Leicester, Leicestershire and Rutland who has been affected or bereaved by suicide. Suicide leaves behind devastation on many levels, with many questions and concerns. The Tomorrow Project ensures you don't have to go through it alone.

The service accepts both professional referrals and self-referrals. Following referral, a suicide bereavement support officer will contact you and arrange to meet with you for on-going emotional and practical support. They can also support with the death inquest process and provide guidance and advice if you are concerned or caring for someone who has been bereaved by suicide.

Telephone 0115 880 0280 or Email: bereavement.leics@tomorrowproject.org.uk



7 - Harmless is a national voluntary organisation for people who self harm, their friends, families and professionals. They provide one to one face to face support with qualified therapists and project workers alongside regular drop-in sessions, email and skype support.

Whether you need help for yourself or for someone else, Harmless' dedicated self harm support team are dedicated to supporting those who need help.

Referral forms can be sent directly from their website [Harmless](#)



Leicester Counselling Centre

8 - The Leicester Counselling Centre is a charitable organisation founded in 1981 to provide affordable, long-term, counselling to adults who are experiencing mental health, social and emotional distress that disrupts their daily living. The Centre provides a comfortable and confidential environment and the large team of dedicated volunteer counsellors offer a non-judgemental space in which you can explore the difficulties you may be facing. **Referral is via telephone only** and you can choose to do this yourself (a self referral) or with the help of another health care professional who may already be involved in supporting you.

The Leicester Counselling Centre, No. 1 Lodge, Victoria Park, Leicester, LE1 7RY

Telephone: (0116) 255 8801

Website: www.leicestercounsellingcentre.co.uk

Online Self-help / Information



9 - Start a Conversation works with multiple service-providers to ensure residents can easily access free and confidential advice and support. These services include self-harm intervention, suicide bereavement and digital peer support for men.

www.startaconversation.co.uk



10 - DistrACT app

The DistrACT app (aged 17+) is free to download onto smartphones and tablets. It provides trusted information and links to support for people who self-harm and may feel suicidal.



11 - Kooth is a free online counselling service that offers emotional and mental health support for children and young people. For more information visit their website www.kooth.com



Volunteer Drivers help older people in the communities of Syston and the surrounding district by taking them to various appointments, anything from the hairdressers to hospitals.

*Patients who wish to have a volunteer driver can phone **0116 2607888** to pre book.*

Yearly cost to become a member is £10

Admin charge per trip is £3

Or are you interested in becoming a volunteer driver? Please visit [Syston and District Volunteer Centre](#) for more information on how to apply.

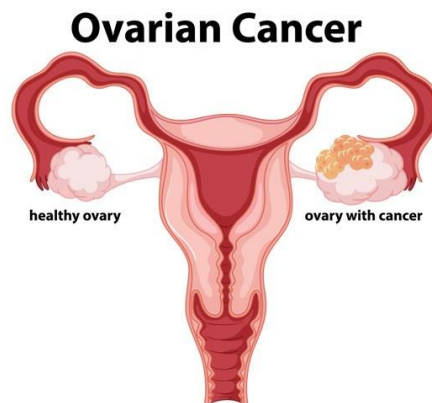
Syston & District Volunteer Centre, School Street, Syston, Leicester LE7 1HN

MARCH IS OVARIAN CANCER AWARENESS MONTH...

Ovarian cancer is a type of cancer that affects the ovaries, which are part of the female reproductive system. It can develop when abnormal cells grow in and around the ovaries and fallopian tubes.

Anyone who has ovaries can get ovarian cancer, however the chances increase for people over the age of 50. This type of cancer can sometimes be hereditary.

It's estimated that there are around 4,100 deaths from ovarian cancer in the UK in every year. A rate of one woman every two hours. Because the symptoms are common and misdiagnosed, ovarian cancer is often diagnosed late. The earlier ovarian cancer can be diagnosed, the easier it is to treat.





These can also be symptoms of other, less serious, conditions such as irritable bowel syndrome, ovarian cysts and polycystic ovary syndrome. If you're experiencing these symptoms it doesn't necessarily mean you have ovarian cancer. Make an appointment with your GP as soon as possible if your symptoms are:

- **Persistent**
- **Severe**
- **Frequent**
- **Out of the ordinary**

Keep a record of the symptoms you are experiencing and have your notes to hand when you speak to your doctor, to help them make a diagnosis.

Is there an ovarian cancer screening test?

There is currently no reliable screening test for ovarian cancer, meaning that symptom awareness is our best means of early detection. It is also important to note that the smear test, (now more commonly known as the cervical screening test), is not used to detect ovarian cancer. This is a method of detecting abnormal cells in the cervix that could lead to cervical cancer.

Can I reduce my risk of ovarian cancer?

Unfortunately, there is nothing we can do that will eliminate our chances of getting ovarian cancer, but there are some factors that may increase or decrease your risk. Family history, age, lifestyle and a long menstrual history are all factors that can affect your risk of getting ovarian cancer.

Can young women get ovarian cancer?

Yes. although 82% of women diagnosed with ovarian cancer are over the age of 50, it's important to remember that it can also affect younger women.

For more information, advice or ways you can fundraise and donate, please click on the link below

<https://ovarian.org.uk/>

Ovarian cancer is the biggest gynaecological killer of women in the UK

Deaths per year:

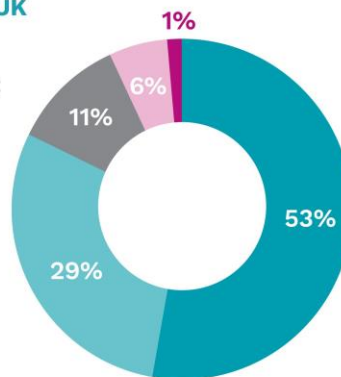
Ovarian: 4,227

Womb: 2,360

Cervical: 854

Vulval: 460

Vaginal: 100



ovarian.org.uk



Please note the practice will be closed from **13:00pm** on the following dates for Practice Learning Time:

Thursday 23rd March 2023

Wednesday 26th April 2023

Wednesday 24th May 2023

Thursday 15th June 2023

If you require medical assistance during this time that cannot wait until the following day, patients can contact the Covering Care Team on 0300 323 0671 who will be able to deal with your call. In a case of an emergency always ring 999.



The practice aims to offer 60 urgent appointments every day. These are only available to book between the following time windows:

Morning: 08:00 -10:00

Afternoon: 14:30 - 16:30

If you feel your problem cannot safely wait for the next booking window, please contact the practice and a member of the team will be able to advise you. For immediate emergency medical care you should always contact 999.

Please visit our website www.jubileemedicalpractice.com for more information
