



The Jubilee Practice News

November 2021

Welcome to the first edition of our Practice Newsletter! Improving the quality of how we communicate with our patients is one of our key focuses. We hope this will be a great way to provide all of our patients with regular up to date information regarding the practice and a variety of health related topics.

The past 18 months have been tough for all, but since August 2020, Jubilee has increased the number of appointments by 10% and 87% of our appointments have been face to face. This is way above average when compared to other local practices and something we are very focused on continuing to deliver. We would like to take this opportunity to thank our patients for their understanding and support during this challenging time and be assured that our clinical and administrative team continue to work incredibly hard to provide the highest level of care and service.

Please visit our website which is full of useful information relating to our appointment system, online access and the different services we offer.

1 - <https://www.jubileemedicalpractice.com/>

Staff Announcements

Welcome to our new team members...



2 - Dr Edward Allen is our new Salaried GP who recently joined the practice in August. Dr Allen has recently completed his GP training and is local to the Syston area. He joins us for 4 sessions a week on Tuesdays and Thursdays! He is very passionate on providing the best possible care to our patients and we feel he is a great addition to our clinical team!



3 - Ceri Baker joined the practice in September as our new Practice Nurse. Ceri has been a registered nurse for 11 years, working in UHL undertaking acute nursing care where she specialised in gynaecology, intensive care and theatre recovery. Ceri made the decision to pursue a career in Primary Care to further develop her nursing skills and embrace a new challenge. Ceri will be working 4 days a week alongside our nursing team to deliver core services such as managing long term health conditions, childhood immunisations and cervical smears. Welcome to the team Ceri!



4 - Charlotte Hubbard is our newest member to join our Patient Services Team! Recently leaving university Charlotte has decided to pursue a career in the NHS and is currently undergoing training alongside our highly skilled team of Patient Service Advisors. We are very pleased to welcome Charlotte to the Jubilee Team!

Farewell Sharna

At the end of November we wave goodbye to our Healthcare Assistant and Patient Services Advisor, Sharna Hairby who will be leaving us to go on maternity leave! She will be missed by the whole team, but we wish her all the best for impending motherhood. Good Luck Sharna!

Good
Luck!

Practice Services

Introducing our new Health Pods....



We are pleased to finally be able to announce the launch of our new Health Pods! These new medical devices can be found in reception and can help you monitor your long term conditions such as:

- high blood pressure
- diabetes
- asthma
- contraceptive pill.

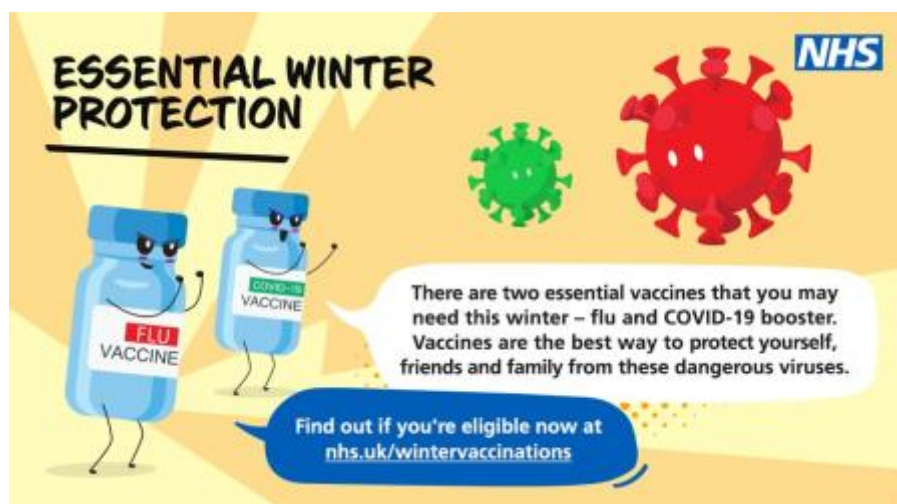
More services are being added to them all the time and alongside our new online questionnaires, we hope to improve your access to health care.

Please speak to our friendly Patient Services Team for more information.

Covid Boosters & Flu Vaccinations

Flu season is now well underway and so far we have vaccinated close to 1500 of our aged over 65 patients! Once you receive a text from the surgery inviting you to make an appointment, please contact the practice or head to our website to book your appointment online!

Covid boosters are only being administered by the surgery to housebound patients and care home residents. **If you are over 50 and need to book your Covid booster, please call 119. The reception team will not be able to book the appointment for you.**



Meet our new Mental Health Practitioner....



Looking after our mental health is more important than ever so we are very pleased to announce the expansion of our clinical team. We welcome Annette Hutton who is a specialist in mental health and will be available most days to provide additional support to our patients who are struggling. Annette can be accessed via patient services and will be able to deal with new emerging and acute mental health problems.

To access further help and support regarding mental health, please click on the link below.

[Help and Support - Mental Health](#)

Paramedic Practitioners Join Jubilee!

In order to offer our patients timely access for problems you feel may not be safe to wait for a routine appointment we have partnered with Derbyshire Health United (DHU) to further expand our on-call team. From now on the Jubilee team will be supported by an experienced emergency care practitioner on a daily basis. Emergency Care Practitioners are experienced paramedics who have completed further training to enable them to safely manage urgent problems in a primary care setting.



Who are our On-call Team?

As well as the Emergency Care Practitioners, your on-call team will continue to be led by one of the Jubilee GP's, along with other members of our in-house team. Fazeena Nawuwar works as a Physicians Associate, having completed postgraduate training similar to that undertaken by doctors.

She is highly skilled in assessing and managing a wide range of both urgent and chronic health conditions. Cath Morgan, our lead nurse, often works alongside the on-call team in her capacity as a Nurse Practitioner. She has completed extra training to perform this role and brings to it a wealth of experience as a senior nurse as well as her background as a Diabetes Specialist Nurse.

Help us to help you....

We want our patients to be able to access care from the practice at the time of need. This is not always the same as when you may want the appointment to occur because we have to prioritise access for the most urgent clinical problems. We ask that you first look on the NHS website, call 111, or visit your local chemist before asking for a same-day call back from the on-call team. The team work incredibly hard to offer **60 emergency appointments everyday** but we need patients to help us by using this service responsibly. We do not want you to have to use other services such as A&E but that means asking you to only request an on-call appointment for problems you genuinely feel may be unsafe to wait for a routine appointment. Following triage the on-call team reserve the right to ask you to make a routine appointment if the problem is not felt to be clinically urgent.



Health Awareness

Alcohol Awareness Week is a chance for the UK to get thinking about drinking. It's a week of awareness-raising, campaigning for change, and more. The theme for Alcohol Awareness Week 2021 is 'Alcohol and relationships'.

Alcohol and relationships are closely linked. Many of us associate alcohol and socialising, and alcohol can become a big part of our connections and interactions with those around us. But when our own or a loved one's drinking starts to negatively affect our relationships, or stands in the way of us taking action on our own drinking, it can have a huge impact on our lives.

On top of this, research shows that many of us have found ourselves drinking more to deal with feelings of loneliness and isolation during the pandemic. As we leave lockdown and return to normal life there will be new pressures too – pressures to drink, 'sober shaming', and pressures we put on ourselves to get back to 'normal' socialising.



For more information about help and support please visit [Alcohol Awareness Week](#)

Lets Talk 'Bowel' Cancer...

It is no hidden secret that cancer affects so many lives. For any cancer, early diagnosis is key so it is important to know the signs and symptoms you should be looking out for...

Bowel cancer is the UK's second biggest cancer killer. However, 9 in 10 people will survive bowel cancer if diagnosed at the earliest stage. It can affect ANY age and every year over 2,500 younger people are diagnosed in the UK with bowel cancer.

You should not feel embarrassed or worry about wasting your GP's time. They will ask you questions about your symptoms, they may need to examine you and you may also have a blood test to check for low levels of red bloods cells (anaemia) and to check your liver and kidneys are working properly. Remember the earlier you get checked out, the higher the chance of successful treatment than those whose cancer has become more widepread. Please contact your GP if you have one or more of any of the below symptoms...





Knowing the symptoms of bowel cancer could save your life



Bleeding from your bottom
and/or blood in your poo



A persistent and unexplained
change in bowel habit



Unexplained weight loss



Extreme tiredness for
no obvious reason



A pain or lump in your tummy

If you have any concerns or if things just
don't feel right, go and see your doctor.

bowelcanceruk.org.uk  [@bowelcanceruk](https://twitter.com/bowelcanceruk)  [/bowelcanceruk](https://www.facebook.com/bowelcanceruk)

Registered charity number 1077030 (England & Wales) and SC040914 (Scotland)



The information on this website
is accurate as of the date of publication
and is subject to change without notice.
www.bowelcanceruk.org

Practice Information

Practice Learning Time (PLT)

Please note the practice will be closed for the afternoon on **Wednesday 24th November** from **13:00pm** for Practice Learning Time. If you require medical assistance during this time that cannot wait until the following day, patients can contact the DHU service on 0116 2950099 who will be able to deal with your call.

Christmas Opening Hours

Friday 24th December - 08:00 - 16:00 (DHU cover from 16:00-18:30)

Wednesday 29th December - 08:00 - 18:30

Thursday 30th December - 08:00 - 18:30

Friday 31st December - 08:00 - 16:00 (DHU cover from 16:00-18:30)

Monday 3rd January - CLOSED

Tuesday 4th January - 08:00 - 18:30

Monday 27th December - CLOSED

Tuesday 28th December - CLOSED



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

Morning: 08:00 - 10:00

Afternoon: 14:30 - 16:30

Outside of these times you will not be able to book an urgent appointment so please do not call the surgery. If you feel your problem cannot safely wait for the next booking window then you have the option of going to one of the local urgent care centres (information available here), or A&E if you feel the problem is an emergency.

There are two ways to book an on-the-day urgent appointment:

- All patients who can use the internet should book their appointment online
- Only patients who are unable to use or access the internet can call the surgery; a member of the Patient Services Team will book you an appointment.

*Are you looking for a career in Patient Services? We are looking for an **apprentice** to join our team, working 30 hours per week. The successful candidate will be enrolled onto the Level 3 Customer Service Specialist Apprenticeship scheme which has a standard **15-month duration**. You will be required to attend Leicester College 1 day a week. Regular mentoring and support will be provided by the college and practice throughout the course.*

If you think you are a team player, have excellent communication skills and the ability to work under pressure in a fast changing environment and are interested in applying, please send your CV to

Hayley Kelly, Management Team Administrator. If you would like more information about the position please speak to a member of the Patient Services Team!

We look forward to hearing from you!



**NO EXCUSE
FOR ABUSE**

Our staff should be able to come to work without fear of violence, abuse, harassment or discrimination from patients or their relatives.

We have a **zero tolerance** policy for these behaviours and we have the right to remove patients from our practice list and notify the police.