

Haddenham Health News

Welcome to Haddenham Health News – an informative newsletter helping to keep patients informed!



AWARDS



Haddenham Medical Centre has been awarded not one but two prestigious industry awards this month, recognising its commitment to both [investment in carers](#) and the [Pride in Practice](#) gold standard from the lesbian, gay, bisexual and transgender (LGBT) Foundation.

The Medical Centre were proud recipients of the prestigious **Carers Bucks Investors in GP Standard Award** at a ceremony recently held at the Holiday Inn in Aylesbury recognising its commitment and investment to carers. Carers Bucks provide valuable support to those caring for loved ones locally and hold regular drop-in sessions at the medical centre.



Caring for Carers is something we feel is really important – being a Carer can be demanding both mentally and physically and can often lead to isolation and other social problems. This is a big part of what we do and the team will continue to grow and develop this initiative with our Practice.

Carers information packs are available at Reception – please do ask.

LGBT – The LGBT – Lesbian, Gay, Bi-Sexual and Trans-Gender Foundation recently awarded the centre with the **Pride in Practice Gold Standard Award**.



Our **Reception Manager** recently attended **The National Primary Care Awards 2017** and was presented with an award as a **Finalist Unsung Hero of the Year**.



Suzi Labross recently organized a talk by the National Autistic Society and welcomed Ellie from the Autism Teaching Company who gave an informative presentation. A combined cuppa, cake and raffle raised a total of £220 for the National Autistic Society. Thankyou to every who supported the event. Another similar event is hoped to be arranged in the near future.

STAFF UPDATES - The surgery recently welcomed two new Junior Doctors – Dr Victoria Thwaites who will be spending 4 months at the practice and Dr Joshua Scales who joins us for 12 months.

LUNCHTIME – Why do we close?

The surgery is closed to patients between 12.30 and 1.30pm – this is an important time and is used to allow prescriptions to be sorted for patient collection, hospital referrals to be sent, specimens prepared for despatch to hospital and for any patient queries to be discussed with the Doctor.

RECEPTION PERCEPTION - Q. – Why do we have a sign asking patients to wait before being called forward and to stand back from the reception desk?

A. – CONFIDENTIALITY – it is important to everybody and is something which we feel should be respected by both Receptionists and patients alike

The Reception area of a surgery is the hub and whilst assisting patients face to face at the counter we can also deal with on average 310 telephone calls a day – some requests can be complex and attention to detail is crucial – it is part of the Receptionists responsibility to relay and act on every request/enquiry in an appropriate and effective manner in order for Drs and Nurses to treat patients in a likewise manner – this is why we ask patients to allow us courtesy and time to do so in a confidential manner and to stand back and wait to be called forward to allow the due privacy, confidentiality and respect that is deserved.



No of telephone calls received September 6526



No of Printed Prescriptions and Medication Requests during September 3985

PLEASE REMEMBER TO ORDER YOUR PRESCRIPTIONS AT LEAST 48 HOURS BEFORE THEY ARE REQUIRED ESPECIALLY OVER THE CHRISTMAS PERIOD

DATES FOR THE DIARY

Thurs 16th November 2017

Weds 6th December 2017

Thurs 7th December 2017

Fri 22nd December 2017

Mon 24th/Tues 25th December 2017

Monday 1st January 2018

PLT - Surgery closed PM

PPG Meeting 7.00pm

Bucks Sensory Service Drop-In 10.00-12.00pm

Information on Hearing Loss

Normal Surgery Hours

CLOSED – reopen 27th December 2017

CLOSED – reopen 2nd January 2018

Tyrefighters Weight Loss Drop in Sessions are normally held during Saturday surgery opening commencing at 9.00 am.

Extended Hours

Sat 28 October 2017

Sat 11 November 2017

Sat 25 November 2017

Sat 2 December 2017

Sat 16th December 2017

Sat 6 January 2018

Sat 20 January 2018

Sat 27 January 2018

Sat 10th February 2018

Sat 24th February 2018

Sat 10th March 2018

Sat 24 March 2018

“Sniffles and Snuffles”

Winter is approaching – is the season of coughs and wheezes

Keep the tissues handy for the unexpected sneezes

There is no need to suffer – prevention is better than cure

Remember to get your vitamins and hopefully no red nose will you incur

Simple remedies can help ease the misery of the dreaded sniff

Sip hot lemon drinks, inhale Olbas oil and embrace the soothing whiff

Sore throats can be annoying – antiseptic mouthwash can ease your squeak

Paracetamol can soothe your head and ease any temperature you peak

Most importantly keep warm – and lag your legs and body

And if all else fails go to bed with a soothing mug of delicious hot toddy!