

Spades in the ground

Quite literally - as you see with Dr Cooper spade in hand! The construction of our new health centre is finally under way with ground workers busy and specialists on site in Vosper Field on the Cirencester Road. This is the period when big machinery arrives on site necessitating temporary access so we do apologise for any traffic disruption you may already have encountered. As promised, we will keep you updated over the course of the build but, in the meantime, here's a reminder of some of the project highlights:

- * A spacious, sustainable building with capacity to provide services to around 9,000 patients
- * Modern facilities with new technologies and infrastructure
- * Improved parking with 53 spaces and electric charge points
- * Less traffic congestion in the village and around the school

Balance

As we get older, we can sometimes feel as though we are losing our balance. Happily, there are ways to help us practice this skill and one such way is by attending a Balance Class funded by The Charitable Trust. They run two sessions on a Thursday at "The Hub" by the allotments in Minchinhampton at 11-12 and 12-1. Each session is free but a donation to The Charitable Trust is encouraged if you feel able to contribute.

Anyone who thinks they might benefit can just turn up, but if you have any queries or would like to hear more before committing, please feel free to contact Gemma, the Activity Leader at gemma.wilks@allsortsglos.org.uk or hello@yugo.org.uk



Minchinhampton Surgery

Here with you



December 2023 newsletter

GP partners: Dr Weir, Dr Simpson, Dr Cain, Dr Xerri, Dr Cooper, Dr Beard, Dr Walker

Registrars: Dr Qaiser, Dr Martyn

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Did you know?

It feels time to open up our Practice doors and share a bit about what goes on in the Engine Room of the Surgery, otherwise known as Reception!

We are more than just appointment bookers; we can help with medication queries, test results, sick notes, online services and more. If your query is more complex, we also have a small Administration and Secretarial team to support you. Some facts and figures for you:

- ✓ We are a team of 10 part time Receptionists; a lot of you will already know our Reception Team Lead Sarah Scriven.
- ✓ We open at 8.00am, close at 6.30pm with phones only switched off between 12.50-1.10pm for shift handover.
- ✓ We take between **6-7,000 calls** a month, **Mondays** are our busiest day, **8-9am** our busiest hour. So, it makes sense to try us later in the day or week if your call isn't urgent. **Thursdays** are statistically quieter but don't tell everyone!
- ✓ We operate by appointment only, whether you want to speak to a GP on the phone or see them in person. We are not a walk-in service so for anything requiring immediate attention, please call the Stroud Minor Injuries Unit on 0300 4217777, dial 111, or call 999 for an Emergency.
- ✓ The Prescriptions Hotline, where you can quickly order your repeat medication, is live between 8.30-10.30am; just press option 2 when prompted.
- ✓ All prescriptions need triggering in some way, even if you have prescriptions on Repeat, either by you – verbally or online, your chemist or by ticking the slip of paper that comes with your prescription.

It's important to us that you get the appointment you want

when you need it. This isn't always logistically possible, particularly during our peak winter months, but we will always try our best to get as close to it as possible. So, let's talk more about appointments:

- If your concern is medically urgent, you will be called back by a member of our Emergency Team on the same day; if not, we will book you in for our next available routine GP appointment. Booking with the same GP gives you continuity of care.
- We can provide you with basic information from your record, but we are not clinically trained, so if you need more detail, you will need to book a GP appointment.
- Please try and book Nurse appointments e.g. blood tests, ear syringing, dressings etc. at least 3 weeks in advance if you can.
- We don't accept any samples unless pre-authorized by the GP or Nurse e.g. if you think you have a urine infection, please call us first. All sample bottles must be sterile; we can provide them.
- Some appointments like immunisations, flu jabs, sexual health, are deliberately bunched into a specific clinic for practical and clinical reasons. Rotas are normally available 6 weeks prior.
- If you want anything added to your record, queried with the GP or forms completed, this needs to be in writing. Any non-NHS work will carry an associated charge, which you can pay by cash or card on collection.
- If you want someone to speak on your behalf, we need to see a letter in writing to request this and signed by you. If you have given your family Power of Attorney for your healthcare, please provide us with a copy of the document in full.

If you have further questions, please do feel free to give us a call or speak to us at the Front Desk. In the afternoon ideally 😊