



The Jubilee Practice News

July 2023

Staff Announcements

MEET OUR NEW MEMBERS OF THE TEAM...



1 - Alpa Parmar - Clinical Pharmacist

A Little About Me....

I have been practicing as a clinical pharmacist since 2016 and qualified in 2015 at De Montfort University. I am an experienced Oncology specialist pharmacist and have been working in this role since 2016. I also have a prescribing degree through De Montfort University and gained my qualification in the area of breast cancer. I have recently moved into the primary sector and will be your practice pharmacist at Jubilee Medical Practice.



2 - Dr Elizabeth Tryzcinska - Salaried GP

A Little About Me....

I'm a newly qualified GP based in the Leicestershire area, having completed my Foundation and GP training in Leicester and Nottingham. I studied medicine at the university of Birmingham. I grew up in Leicestershire and have recently moved back to the local area. I have particular interests in teaching, women's health and dermatology and I am completing a Diploma in Dermatology over the next academic year. I'm generally very friendly and approachable and I'm really looking forward to working with the Jubilee Medical team.



3 - Dr Sharon Ngu - Salaried GP

A Little About Me....

Hello everyone. I am a newly qualified GP and will soon be joining The Jubilee Medical Practice team. I completed my medical education and early phase of training abroad. I worked with UHL for a while before joining GP training in Leicester. I have a few particular interests in teaching, urgent care as well as wellbeing. I am generally friendly and enthusiastic and I am looking forward to working with the team very soon!



Dr Rana will be leaving Jubilee Medical Practice in July 2023 after working 3 years with us as a Salaried GP. She has been a huge asset to the organisation, providing excellent patient centred care, supporting our teams and training students and junior doctors. We would like to thank her for her time working with us and wish her all the very best, as she takes on new opportunities relocating away from Leicester.

Practice News



The NHS Community Pharmacy Consultation Service (CPCS) is a national Advanced Service to refer patients with minor illness symptoms to community pharmacies. The service aims to reduce pressure on the primary and urgent care system, particularly A&E and GP out of hours.

We think this can only be a good thing as this will help free up GP appointments for people with more complex health needs and ensure that everyone gets treated at the right time, by the right healthcare professional. Once you see how great your local pharmacist is – they are highly trained, skilled clinicians and experts in medicines – we don't think you'll look back!

How will this work?

From July 2023, our Patient Services Team will ask you a few questions about your condition using an appropriate symptom checklist - they're not just being nosy, they want to ensure you receive the most appropriate medical care from the most appropriate healthcare professional. If they indicate that you can be best helped by a pharmacist, you will be offered a direct referral to one of the community pharmacies such as Boots, Asda, Sunlit, East Goscote and others.



The practice will send an electronic referral for a same-day consultation to one of the above pharmacies. Following the referral, the pharmacist will contact you the same day and either carry out the consultation by phone, or arrange for the patient to attend the pharmacy, if appropriate.

Pharmacists are trained to recognise 'red flag' symptoms suggestive of more serious illness and after initial triage, where symptoms do suggest something more serious, the pharmacist will help the patient to arrange an urgent GP appointment or escalate to an urgent care setting such as the emergency department, if needed. You may also be referred back to us to arrange a non-urgent appointment or follow up.

When might I be referred to the CPCS?

There are many minor illness conditions that can be referred directly to the pharmacy...

Coughs & Colds

Less than 3 weeks



Cough	Flu-like symptoms
Cold sores	Sore throat

Digestive Issues

Less than 6 weeks



Constipation	Diarrhoea
Heartburn	Indigestion
Rectal Pain	Vomiting/nausea

Skin Issues

Acne, spots and pimples

Dermatitis/dry skin

Skin rash Athletes foot

Wound problems Oral thrush



Pain Issues



Acute pain Lower back pain

Knee or leg pain Sprains/strains

Wrist, hand or finger pain

Shoulder Pain Migraine

Please note this list is not exhaustive and there are many other conditions which can also be referred and treated by a pharmacist.

What happens if I don't want to see the pharmacist?

We want to ensure that you are offered an appointment with the most appropriate qualified health care professional based on your symptoms. If you have minor illness symptoms that can be treated the same day through a consultation with a qualified community pharmacist, but do not want to accept this referral, you will be offered a routine appointment with your GP at a future date.

If you have any questions regarding this service, please speak to a member of our Patient Services Team.

Engage Consult

Our current online consultation system Engage Consult, in which patients submit administrative queries will cease on 30th June. A new system will be in place from July 2023 called Accurx which can be easily accessed via our website.

There is no log in or password required, it's as simple as clicking on the link and submitting your admin query through to us. This can be used for a variety of things such as requesting a prescription (for adults & children), sick notes, test results, checking an appointment etc. To make this even more patient friendly, this will be available 7 days a week with a response from the practice within 2 working days.

If you have any queries please speak to a member of staff.



BOOK YOUR FLU JAB!

Dates are now
available to book in
for your flu jab.

These are:

OVER 65'S

Saturday 23rd Sept

Saturday 30th Sept

Saturday 7th Oct

Under 65's in an at-risk group

Saturday 28th October

**Eligible patients will be contacted via
text with a link to enable you to book
your appointment directly.**



DID NOT ATTEND

We have recently seen an increase in patients not attending for their appointments (DNA'S)

In May there were 150 wasted GP & Nurse appointments which equates to 30 hours of clinician time:

42 appts (8 hours) with GP's

49 appts (6.5 hours) of blood clinic

56 appts (over 15.5 hours) of nursing time

PLEASE ENSURE YOU CANCEL YOUR APPOINTMENT WITH ENOUGH NOTICE TO ENSURE WE CAN OFFER THIS TO SOMEONE ELSE!

Blood Test Bookings

The Practice is starting to use a new method of allowing patients to book routine blood tests. If you are required to have a blood test by the Practice, you may receive a text message containing a link. This will allow you to book in for a blood test here at the Practice. This link only lasts for 7 days so if you do receive a message, please make sure you book an appointment as soon as you are able, to ensure the link doesn't expire. We hope that this change will save patient's time and reduce the number of calls to the practice therefore reducing call waiting times.

Health In The Community

What is the Children & Young People's (CYP) Mental Health Triage & Navigation Service?

CYP Mental Health Triage and Navigation is a **free**, **safe** and **confidential** service that helps young people in Leicester, Leicestershire & Rutland access the right non urgent mental health services for their needs.

How do I get help?

If you think you or your child or young person could benefit from support with mental health, please visit the MySelfReferral website link below (*exceptions for neurodevelopmental disorders, eating disorders or substance misuse. Please contact your GP to make an appointment to discuss these conditions*).



<https://www.myselfreferral-llr.nhs.uk>



Age Concern, Syston

Held every Wednesday morning, between 10am – 11.30 in the large hall at The Methodist Church Centre, High Street. Anyone welcome to come and have a chat and meet new friends. We hold raffles, play bingo, which you can join in if you wish. Cost is £1.50 which includes tea/coffee and biscuits. We also arrange talks, demonstrations, and entertainment during the year. You can also find out about our range of services and book a place on our various trips.

REACHING OUT **LOROS** Bereavement Hub

The Bereavement Hub offers drop-in sessions that aim to provide those bereaved with a place where they can access information, talk to others and share their story, thoughts and feelings. It is within the local community, accessible to everyone and provides an opportunity for individuals to support each other. The sessions are open to anyone who is bereaved over the age of 18 years. The sessions will be friendly, safe and welcoming. Please come along, meet others and make that connection.

**For more information, please call Jo Beeching or Michelle warden on
(0116) 231 3771 ext 7549**

Monday:

Loughborough Hub

John Storer House, Ward's End. LE11 3HA.
Every Week-1:30pm-3:00pm.

Ketton Hub

Ketton Library, 67 High Street, Stamford. PE9 3TE.
1st and 3rd Monday-10:00am-12:00pm.
In Collaboration with Sue Ryder, Dove Cottage and Rutland Dying Matters.

Wednesday:

Thurmaston Hub

Health Centre, 573a Melton Road. LE4 8EA.
Every Week-4:30pm-6:00pm

Friday:

Birstall Hub

Methodist Church, Wantlip Lane. LE4 4JS.
Every Week-1:30pm-3:00pm

Oakham Hub

The Fire Station, South Street. LE15 6HD.
Every Week-2:00pm-4:00pm.
In Collaboration with Sue Ryder, Dove Cottage and Rutland Dying Matters.

Tuesday:

Hinckley Hub

The New Plough Inn, 24 Leicester Road. LE10 1LS.
Every Week-3:00pm-4:30

Thursday:

Stanton Under Bardon Hub

St. John Cole Crescent, Main Street. LE67 9AE.
Every Week-1:30pm-3:00p

Uppingham Hub

The Falcon Hotel, 7 High Street, East Uppingham. LE15
Every Week-3:00pm-5:00pm

Saturday:

Hub at LOROS

LOROS Hospice, Groby Road. LE3 9QE.
Alternate Weeks Starting (24/06/2023)-10:00am-12:00pm



Mind LLR is currently offering an 'Active Monitoring' offer to residents of Leicestershire. There is no waiting list for this service and service users can self-refer.

What is Active Monitoring?

Active Monitoring is a 6-session early intervention programme for anyone who is starting to experience symptoms of worsening mental health. It has been developed with people who have lived experience of mental health problems and professionals to provide tools to support your mental wellbeing as soon as you need it.

How does it work?

Trained mental health practitioners deliver one-to-one sessions via online video calls, telephone calls or face-to-face in local community venues across Leicestershire – whichever option is best for you and your needs. After a simple assessment to see if the service is appropriate for you, our friendly and supportive Practitioners will empower you to try new tools and techniques designed to support and improve your mental health. You and your practitioner will select one of seven pathways relevant to your current mental health situation:

- **Anxiety and panic attacks**
- **Low mood**
- **Low self-esteem**
- **Stress**
- **Feeling alone**
- **Managing anger**
- **Grief and loss**

From these pathways, you will try a range of self-help tools to improve and support your mental wellbeing, putting together a toolkit of resources that work best for you. Your practitioner will support you to do this in your weekly one-to-one sessions.

Who is it for?

Residents of Leicestershire who are over the age of 18, and are starting to struggle with their mental health.

Website

More details can be found [here](#).

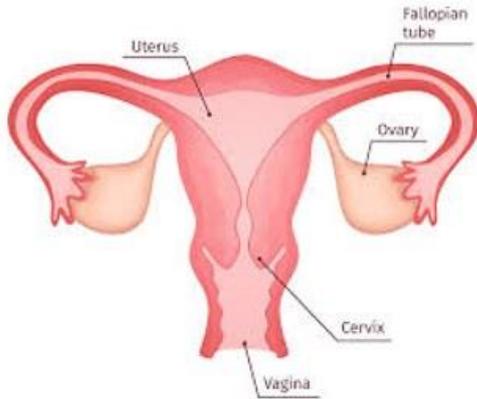


There is a new Neighbourhood Mental Health Café based at the Town Council at Syston Community Centre. This is for anyone over the age of 18 and is held every Thursday between 12pm-3pm. This is a new service in the Syston area so if you feel you need help or support for your mental health, please feel free to drop in and speak to one of the skilled mental health workers.

Cervical Cancer Screening

1 in 4 don't attend their cervical screening test

What is a Cervical Screening (Smear Test) looking for?



A cervical smear test checks for abnormal cell changes in the cervix. Cervical cell changes are common and often improve naturally. But sometimes these changes need treatment because there is a risk they may develop into cancer.

How your cervical smear sample is tested depends on where you are in the UK. In England, the sample is tested for a virus called HPV first. Samples that show high-risk HPV are then checked under a microscope for abnormal cells.

Is Cervical Screening necessary?

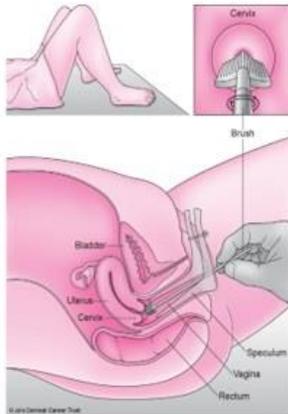
Abnormal cell changes in the cervix cause no symptoms. You will not know if you have them unless you have cervical screening. Screening finds abnormal cell changes, including the ones that are most likely to become cancer. These cells can then be treated. This is an effective way of preventing cervical cancer.

Cervical screening is important to have, even if you have had the HPV vaccination. The vaccination protects against the most common types of high-risk HPV that cause cervical cancers. But it does not protect against all types.

Who is invited for Cervical Screening?

The NHS cervical screening programme invites women from age 25 to 64 for cervical screening. Depending on where you live and your age, you get an invite every 3 to 5 years. In England, you get an invite every 3 years if you are aged 25 to 49. After that, you get an invite every 5 years until the age of 64.

At your appointment...



The test will only take a few minutes.

Before starting, the nurse will explain what will happen during the test and answer any questions you may have. You'll need to undress, behind a screen, from the waist down. You'll be given a sheet to put over you.

The nurse will ask you to lie back on a bed, usually with your legs bent, feet together and knees apart. They'll gently put a smooth, tube-shaped tool (a speculum) into your vagina. A small amount of lubricant may be used. The nurse will open the speculum so they can see your cervix. Using a soft brush, they'll take a small sample of cells from your cervix. The nurse will close and remove the speculum and leave you to get dressed.

Booking your appointment

You will receive a letter telling you it is time to book your cervical screening appointment. Appointments are available with our nurses Mon-Friday and at Thurmaston Health Centre on a Saturday. Both are bookable via our reception team.

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

Thursday 20th July

Thursday 21st September

Thursday 19th October

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 between 50-60 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.

Routine GP appointments are released at 10am each day for 1 week and 2 weeks ahead. These are for both telephone and face to face consultations.

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