

HASTINGS HOUSE MEDICAL CENTRE

SURGERY NEWSLETTER

July 2023



Welcome to Julys newsletter. I hope that you have all been coping with the rather warm temperatures. Please remember to keep hydrated and try to avoid being out in the full sun in the middle of the day.

If you haven't already done so, please read my blog in the Wellesbourne and Walton News (this can also be found online). As I have now been working in the dispensary for nearly 5 months, I thought I would give you an incite into what it is like.



Well Baby Drop in Clinics have started again!

They will be held at **Badger Valley** Childrens Centre in Shipston on Stour on the **1st and 3rd Thursday** of the month and at **Lighthorne Heath** Childrens and Family Centre on the **2nd and 4th Wednesday** of the month. These are held between 9.30 and 11am - The health visiting team look forward to seeing you there.



We are excited to announce that the pilot of our very first Lifestyle Clinic is underway at Hastings House!

South Warwickshire general practices are pioneering the group lifestyle clinic concept following great success in neighbouring Leamington Spa Town. Led by our experienced team of Health Coaches, patients from Meon Vale, Shipston and Hastings House are gathering together for four, one hour-long sessions focusing on behaviour change. The aim of this is to support the community in making lifestyle improvements - holding huge implications for overall health and wellbeing. We will be running these sessions again in the Autumn, so watch this space!

Dispensary News

Many of you may be aware that we are now only issuing one months worth of medication at a time. This has been met with some dissatisfaction and we do understand your point of view, but it has been found that this interval makes the best possible balance between good medical practice, minimal drug wastage and patient convenience.

Benefits of 28 day prescribing:

- Reduces wastage when your Doctor stops or changes your medication
- Reduces potential error when your medication is changed in the middle of supply
- Increases safety as having multiple containers of the same medicine can lead to mistakes. This will also reduce the risk of potential poisoning of young children.

Please also remember to only **order what you need** each month. If you remember our November issue from last year we retrieved a large amount of medication from a patients home. This wastage is still an issue and it is estimated that **£300 million prescription medication is wasted every year.**

Support Shipston Home Nursing this summer




BUTTERFLY WALKS AT BLACKBERRY FARM DURING JULY

Minimum suggested donation: £5 per adult
Children under 12: free
Group bookings welcome

Throughout July, you can book a time to walk around Blackberry Farm, enjoying uninterrupted views across the Stour Valley. This picturesque location, between Honington and Halford, takes you through fields with well-marked paths, on your search for beautiful butterflies and sculptures.

By appointment only. Please contact Richard Gray on **07977 587911** to book your visit at a mutually convenient time.

Blackberry Farm, Halford CV36 5DL

For more information, please contact Fundraising on 01608 664850. With our thanks to Richard Gray for his support.



Staff Training dates 2023

Please be aware that practices across South Warwickshire will be closed from 12.30pm on the following dates (until 8am the following day) for staff training:

- Wednesday 20th September
- Thursday 12th October

Out of hours info will be available on our phone system.

Useful Contact Numbers

Hastings House	01789 840245
Out of hours service	111
NHS Direct 24/7	111
Mental Health Helpline	0800 616 171
Warwick Hospital	01926 495321
UHCW	02476 964000
Ambulance Transport	01926 310312
VASA	01789 262889
District Nurse	01926 600818

Message from the Patient Participation Group (PPG)

The practice is experiencing a significant increase in staff being subjected to inappropriate behaviour from patients.

Clearly this is concerning as all patients are expected to behave in an acceptable, respectful manner.

The practice follows the NHS guidance concerning Zero Tolerance and any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work is unacceptable and will not tolerated.

This includes the serious or persistent use of verbal abuse, aggressive tone and/or language and swearing/foul language.

Staff should not be left upset and distressed following an interaction with a patient.

We trust this policy is clear and supports a mutually respectful environment for patients and staff – who are doing their best to provide an excellent service in challenging times

As well as our website, did you know that we have a Facebook page and Twitter account?



Contact us online

There are many ways of contacting the surgery without having to call or visit in person, saving travel and time.

Complete an eConsult/online consultation on our website.

Repeat medication can be ordered on our website, or via the NHS App direct to your choice of pharmacy.

The NHS App will also allow you to view your immunisations and test results.

For admin queries please email: swg-tr.admin.hastings@nhs.net