



Medical Centre

Newsletter

SPRING 2023

Welcome to the Spring 2023 edition of the practice newsletter. We hope that you will find it helpful and informative. If you have any comments or would like to make a contribution to future newsletters, please contact the practice. This newsletter is in addition to the more detailed website ~

www.millviewmedicalcentre.co.uk

Patients can be seen at either Surgery

Heckington

1, Sleaford Road
Heckington
Lincolnshire
NG34 9QP



Appointments: 01529 460213

Secretaries: 01529 462706

Dispensary: 01529 461964 10am - 5pm

Out of Hours: 111



Practice opening hours

*Monday 08:00-18:30
Tuesday 08:00-18:00
Wednesday 08:00-18:00
Thursday 08:00-18:30
Friday 08:00-18:30
Saturday/Sunday CLOSED
*Extended hours 18:30-20:00



Dispensary opening hours

08:30-17:30

We now have the facility to order repeat prescriptions on line ~ register at reception for this service.

Please allow 48 hours for collection of ordered prescriptions.
01529 461964

Patients can be seen at either Surgery

Sleaford

29, Handley Street
Sleaford
Lincolnshire
NG34 7TQ



Appointments: 01529 305595

Dispensary: See Heckington

Out of Hours: 111



Practice opening hours

Monday 08:00-18:00
Tuesday 08:00-18:30
Wednesday 08:00-18:30
Thursday 08:00-13:00
Friday 08:00-18:00

To Register

Registration forms can be collected from reception and returned with medical card if available. You will then be registered and notes from previous surgery requested. An appointment can then be made for a new patient check and a doctor's appointment to initiate any repeat medication. Please bring proof of residency and some form of personal identification.

SMS Text/Email Service

We now offer an SMS Text/Email service to remind you of your appointments. Consent forms can be obtained from the surgery reception. Please complete the form with your up to date mobile number and email address and return to reception.

This is a quick and efficient way for patients to be contacted and we hope many more of you will use this facility.

Our Mission Statement

“To work together with patients, families and carers to deliver individual, quality services that cater to the health needs of every patient.”

Meet the Team



The Doctors:

Dr R Shrouder – Senior Partner

He is our Safeguarding, Learning Disability, Mental Health and Dispensary Lead. Visiting Student Education and Welfare – Paramedics, Medical Students and Nurses

Dr Prabhakaran Kasinathan – GP Partner and also our CQC Registered Manager. He is also responsible for Staff Welfare, Clinical Lead, Complaints Lead and Federation and PCN Lead.

Dr Ajay Revu – GP Partner

He is responsible for Minor Surgeries Lead, Medical Reports, MSK Oversight and Emergency Care Oversight

Dr Mahend Bissonauth - Salaried GPs working across both sites. He is responsible for the implementation of NICE Guidance.

Dr Merla Marsden - Salaried GPs Lead GP for Palliative Care and Nursing/Residential Home Care.

Advanced Nurse Practitioners

**Nurse Steve Field
Nurse Kate Hewson
Nurse Katherine Wilkinson**

They can make professional autonomous decisions, receive patients with undiagnosed problems and assess their health care needs. They can screen patients for disease risk factors and early signs of illness and develop, with the patient, an ongoing nursing care plan for health and preventative measures. They have a highly developed nursing knowledge and skill not usually exercised by nurses.

Treatment Room Nurses

**Sister Miranda Issac
INR Clinic and undertakes all treatment room duties.**

**Sister Clare Shrouder
Practice Nurse and Practice Co-ordination Manager.**

Tracey Bray - HCSW

Paula McAdam- HCSW

Donna Wood - phlebotomy.

Jasmine Wood - Practice Nurse

Practice Care Coordinator

Mr Kai Brownhill

Community Nurses

To contact the team of community nurses please call 01522 307234

Health Visitors

A health visitor is a registered nurse who has received training, particularly related to babies, children and pregnant women. Their role is to provide families, with children under five years of age, with support and advice around the general

aspects of mental, physical and social wellbeing.

To contact the health visitor please call
01522 843000

Dispensers

Mrs Sue Lampkin

Mrs Carrie-Ann Iddon

Bridget Leadsom

Melinda Dooner

Clinical Pharmacists

Miss Folashade Fashoro (Nikki)

Miss Amy Skinner

Physiotherapist

Mr Zubair Malik

Senior Mental Health Practitioner

Mr Paul Griffiths

MSK Practitioners/Diagnostic Healthcare for Community Ultrasound

Mr Owais Zafar

Senior Management and Administration Staff

Practice Manager

Mr Marcus Griffen:

Marcus is the Practice Manager and is involved in managing all business aspects of the practice. He ensures that all the correct systems are in place to provide the highest quality of patient care, human resources, finance, patient safety, premises, equipment and information

technology. In his role as Practice Manager, Marcus supports the GPs and all other Health Care Professionals in delivering patient services helping in developing the extended services to enhance patient care.

Secretarial Team

Mrs Helen Boswell:

Mrs Mandy Beck: Surgeries Secretary and Data Administrator.

Miss Karen Hill – Clinical Administrator.

Tracey Sealey – Secretary.

Mrs Brahannayaghi Prabhakaran – Data Administrator

Reception Supervisor/Secretaries

Mrs Michelle Rushen - Reception Lead and Medical Reports Secretary.

Mrs Hayley Gorman – Receptionist and secretary.

Mrs Jackie Dixon – Receptionist and Medical Records Administrator.

Julie Hudson – Human Resource Administrator.

Care Navigators:

Mrs Faima Begum, Mrs Sonia Farrell, Miss Shelly Dean, Mrs Ruth Shearman, Mrs Clare Dunbar, Mrs Louisa Berrick, Mrs Lesley Greensmith, Miss Anna Bailey, Naomi Clint and Miss Vicky Evans.

The care navigators provide an important link for patients with the practice and are the initial contact point for general enquiries. They can provide

basic information on services and results and direct patients to the right person.

Clinics and Specialist Services

Did you know that in addition to general medical consultations, your medical centre is pleased to be able to provide the following services?



Clinics:

- **Minor Surgery – Dr Ajay Revu** performs minor surgery procedures here at Millview.
- **Flu clinic –** a seasonal clinic for eligible patients. Appointments can be booked in September for clinics during October to December.
- **District Nurses –** the team assists with housebound and palliative care patients and liaises regularly with Doctors and Nurses at the Practice. To access the team please call 01522 307234.
- **Baby clinic –** run by the health visitor. To contact the health visitor please call 01522 843000.
- **Tele - Dermatology**
- **Maternity services –** All midwifery services are now located at the Children's Centre in Sleaford. The Midwife no longer provides a service from Millview They can be contacted via the Community Midwife Team Office at Grantham Maternity Unit on 01476 464334 and the clinics will be held at 3-4 Carre Street, Sleaford NG34 7TQ



Our practice nurses and health care assistants are available daily for the following:

- Changing dressings/suture removal.
- Contraception advice
- Monitoring of diabetes, hypertension & asthma
- Childhood immunisation
- Travel vaccinations
- Cervical smears
- Advice on weight loss & smoking
- INR (Warfarin clinic)
- NHS Health checks
- Over 75's Health and Well Being Check – (with Care Co-ordinator)



Requests for work outside NHS **Core Services**

GP's are often requested to complete various forms and documents which are classified as not routine NHS work. These requests will normally incur a charge and may take up to 2 weeks to process.

Examples are as follows:

- Insurance medical report
- Letters for fitness to travel
- Private sickness certificates
- Adoption forms and certificates
- Computer printout of medication or vaccination status to take on a flight
- Holiday cancellation forms
- DVLA driving licence application forms
- Report or letter for school activities

Additional Services from your Medical Centre

The surgery offers two additional services which are situated in the old Police Office located in the corner of the car park.

- Physiotherapy Clinic – This clinic will take place weekly on a Tuesday and Thursday from 08:30 to 18:00. Patient referrals are instigated directly from the surgery clinicians.
- Ultrasound Clinic – This clinic is now available weekly.

MRI Scanner Unit

An MRI Scanner Unit visits Sleaford every 2 weeks situated at Eslaforde Park , Football Centre on Boston Road. Patient referrals are made by your GP.

Sleaford Medical Group

Urgent Care

(Walk in centre – no appointment necessary for minor injuries and illnesses).

Sleaford Medical Group are providing an urgent care service on the following days and times:

Weekends and Bank Holidays

8:00am to 6:00pm for minor injuries and illness.

Weekdays

8:00am to 8:00pm for minor injuries and

6:30pm to 8:00pm for minor illness.

The unit is closed Christmas Day, Boxing Day and Easter Sunday.

Urgent Care Unit
(Sleaford Medical Group)
Riverside Surgery
47 Boston Road
Sleaford
NG34 7HD

COVID-19: What is the guidance now?

of the rules also depends on the local risk assessment.

If you test positive for Covid you are no longer legally required to self-isolate, but you are advised to stay at home and avoid contact with others for at least 5 full days.

GET THE RIGHT TREATMENT

How to get the most out of your NHS

Every week appointments are booked with your Doctor/GP to discuss and treat minor ailments. Advice, treatment and medications can be obtained from your local pharmacy, therefore allowing your Doctor/GP to use their valuable time treating more complex and challenging problems.

“How do I know which is the right service, it’s confusing?”

Be Self Care Aware



Keeping a well stocked medicine cabinet at home can help you self treat many minor ailments such as:

- Coughs
- Colds
- Grazes
- Small cuts
- Sore throats
- hangovers

Your pharmacist can advise on what you might find useful to keep in your medicine cabinet.

Always follow the instructions on the medicine label and consult your Pharmacist or Doctor if the illness continues or becomes more severe.

Pharmacy



Pharmacists advise and treat a range of symptoms such as:

- Diarrhoea
- Earache
- Painful cough
- Sticky eye
- Teething
- Rashes

This can avoid unnecessary trips to your GP or A&E department and save time.

No appointment is needed and most pharmacies have private consulting areas.

GP/Doctor



GP's and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems such as:

- Arthritis
- Asthma
- Back pain
- Vomiting
- Stomach ache
-

Minor Injuries



Minor Injuries Units, Walk-in Centres and Urgent Care Centres provide non-urgent services for a range of conditions such as:

- Cuts
- Sprains
- Strains
- Bruises
- Itchy rash
- Minor burns

They are normally led by nurses and an appointment is not necessary.

A&E/999



A&E or 999 are best used in an emergency for serious or life-threatening situations such as:

- Severe bleeding
- Breathing difficulties
- Severe chest pain
- Loss of consciousness

If you're feeling unwell, unsure or if you need health advice and guidance for non-life threatening emergencies call:

NHS 111, 24 hours a day/7 days a week.

BE DIABETES AWARE



It is important to be aware of the symptoms of Diabetes so that you know whether you or someone close to you is starting to develop symptoms.

Symptoms can include:

- Always feeling thirsty
- Urinating more often than usual
- Feeling very fatigued
- Having slow healing cuts
- Blurred vision.....and more

If you are worried that you might be suffering from any of the symptoms, or there is a history of diabetes in your family, it's important to arrange an appointment at the practice.



What is High Cholesterol?

High cholesterol can be a serious issue for your overall physical health. High cholesterol is when you have too much of a fatty substance called cholesterol in your blood.

It's mainly caused by eating fatty food, not exercising enough, being overweight, smoking and drinking alcohol. It's a condition that can also run in families.

You can lower your cholesterol by eating healthily and getting more exercise. Some people will also need to take medicine.

Too much cholesterol can block your blood vessels, which makes it more likely to lead to heart problems or a stroke.

High cholesterol does not have symptoms. You can only find out if you have this condition by having a blood test.

Getting tested

Your GP might suggest having a test if they think your cholesterol level could be high. This may be because of your age, weight or another condition you may have (like high blood pressure or diabetes).

Ask your surgery for a cholesterol test if you have not had a test before and you're

over 40, overweight or high cholesterol or heart problems run in your family.

When you have a blood test some blood will usually be taken from your arm with a needle. This is sent to a lab to check your cholesterol level. Results are normally available in a few days. You might be asked not to eat anything for up to 12 hours before the test but this is not always needed.

If you're over 40, you may have a test during your NHS Health Check. This check-up can help spot early signs of problems like heart disease and diabetes. This test can be done by pricking your finger. A drop of blood is put on a strip of paper and then put into a machine that checks your cholesterol in a few minutes.

If you have high cholesterol, your GP or Nurse will talk to you about how the level can be lowered. This might include changing your diet or taking medicine.

A cholesterol test can measure the overall amount of cholesterol in your blood, including both 'good' and 'bad' cholesterol.

Good Cholesterol (called HDL) – may make you less likely to have heart problems or a stroke.

Bad Cholesterol (called LDL and non-LDL) - may make you more likely to have heart problems or a stroke.

If in doubt, ask your GP or Nurse what your cholesterol levels should be.

Ways to lower your cholesterol

To reduce your cholesterol, try to cut down on fatty food, especially food that contains saturated fat. You can still have foods that contain a healthier type of fat called unsaturated fat. Check labels on food to see what type of fat it has in it.

Try to eat more:

- oily fish, like mackerel and salmon
- brown rice, wholegrain bread and wholewheat pasta
- nuts and seeds
- fruit and vegetables

Try to eat less:

- meat pies, sausages and fatty meat
- butter, lard and ghee
- cream and hard cheese (like cheddar)
- cakes and biscuits
- food that contains coconut oil or palm oil

Exercise more

Aim to do at least 150 minutes (2.5 hours) of exercise a week.

Some good things to try when starting out include:

- walking – try to walk fast enough so your heart starts beating faster
- swimming
- cycling

Try a few different exercises to find something you like doing!

Stop smoking

Smoking can raise your cholesterol and make you more likely to have serious problems like heart attacks, strokes and cancer.

If you want to stop smoking, you can get help and support from:

- your GP
- the NHS Stop Smoking Service (Link: www.nhs.uk/smokefree)
your GP can refer you or you can ring the helpline on 0300 123 1044

They can give you useful tips and advice about ways to stop cravings.

Cut down on alcohol

Try to:

- avoid drinking more than 14 units of alcohol a week
- have several drink-free days each week
- avoid drinking lots of alcohol in a short time (binge drinking)

Medicines for high cholesterol

You might need medicine to lower your cholesterol if:

- your cholesterol level has not gone down after changing your diet and lifestyle
- you're at a high risk of having a heart attack or stroke

Ask your GP about the medicines you can take.

NHS Health Check



What is an NHS Health Check?

The NHS Health Check is a free check-up of your overall health. It can tell whether you're at higher risk of getting certain health problems, such as:

- heart disease
- diabetes
- kidney disease
- stroke

During the check-up you'll also discuss how to reduce your risk of these conditions. If you are over 65, you will also be told of the signs and symptoms of dementia to look out for.

Who is the Health Check for?



The check is for people aged between 40 and 74 who do not have any of the following pre-existing conditions:

- heart disease
- chronic kidney disease
- diabetes
- high blood pressure (hypertension)
- atrial fibrillation
- transient ischaemic attack
- heart failure

- peripheral arterial disease
- stroke
- currently being prescribed statins to lower cholesterol

You should have regular check-ups if you have any one of these conditions.

How will the Health Check help me?

You will have your individual cardiovascular risk (risk of getting conditions related to the heart or circulation) calculated and explained to you.

While the cardiovascular risk levels vary from person to person, everyone is at risk of developing heart disease, stroke, type 2 diabetes, kidney disease and some types of dementia. At your health check you will be given advice on how to prevent them.

Your NHS Health Check can detect potential health problems before they do real damage.

What happens at the Health Check?

The NHS Health Check takes about 20 to 30 minutes.

The health care professional – often a nurse or healthcare assistant – will ask you some questions about your lifestyle and

family history, measure your height and weight, and take your blood pressure and do a blood test.

Your blood test results can show your chances of getting heart disease, stroke, kidney disease and diabetes.

If you're over 65, you will also be told the signs and symptoms of dementia to look out for. You will then receive personalised advice to improve your risk.

This could include talking about:

- how to improve your diet and the amount of exercise you do
- taking medicines to lower your blood pressure
- how to lose weight

How can I arrange to have an NHS Health Check?



If you do not have a pre-existing condition and you're aged between 40 and 74, you'll be invited for a free health check every 5 years.

If you're not sure if you're eligible for a health check and would like one, or if you are eligible but have not had a check-up in the last 5 years, ask at the GP surgery for an appointment.

Do NHS Health Checks work?

The health conditions picked up by the NHS Health Check are, when added together, the biggest cause or preventable deaths in the UK, with around 7 million people affected by them.

A total of 15 million people are eligible for the free NHS Health Checks in England. They are currently delivered through face - face appointments with your GP or qualified nurse.

The checks have the potential to:

- prevent 1,600 heart attacks and strokes
- prevent 4,000 people a year from developing diabetes
- detect 20,000 cases of diabetes or kidney disease each year
- avoid at least 650 premature deaths a year

Helpful links:

Heart disease –

www.nhs.uk/conditions/coronary-heart-disease

Diabetes –

www.nhs.uk/conditions/diabetes

Kidney disease-

www.nhs.uk/conditions/kidney/disease

Stroke –

www.nhs.uk/conditions/stroke

Lincolnshire Breast Screening Service

You may be aware that the Lincolnshire Breast Screening Service stopped screening between March and September 2020.

This naturally created a backlog of screening when the service restarted which has now been completed. Women are now being routinely invited within 36 months of their last invitation or attendance, in line with the national guidance.

If you haven't had a screening in the last 36 months and you haven't yet received an invitation to attend, please contact:

Lincolnshire Breast Screening Service
Administration Office
County Hospital
Greetwell Road
Lincoln
LN2 5QY
Tel: 01522 573999



Text Message Reminders 2023

Benefits of Online Access:

- Ordering repeat prescriptions on-line
- Book/check/cancel appointments
- Update address/telephone details
- Sign up to receive SMS text reminders
- Access to your personal record held at the Surgery

You can register for online access and benefit from receiving information by text message (SMS) on your phone regarding appointments and health care.

Register for SystmOne by completing a consent form available from our website or from reception.

Sleaford Voluntary Car Service

List of drivers and contact details:

- Ron: 07845201428
- Jim Holland: 01529 455682
- Gary: 07936566210
- Jim Bond: 01529 415635
- Dennis and Jean (husband and wife, both drive): 01529 305027
- Paul Sharpe: 01529 414538 or 07872463680

Charge to the patient is 45p per mile, charged from the driver's home and payable to the driver directly.

A minimum of 48 hrs notice is required please.

Heckington Voluntary Car Service

To book transport via Heckington Voluntary Car Service, please call:
01529 460809
between the hours of 08:30am and 10:00am
Monday to Friday

Standard charges apply for the following trips:

Lincoln Hospital: £22.00 return
Pilgrim Hospital: £13.00 return
Grantham Hospital: £18.00 return

Any other journey to be agreed with the team.

48 hrs notice is required if possible.

TASL Ambulance Service
This service is in addition to the voluntary car service for all hospital appointments.

0808 164 4586



Complaints When we get things wrong!

We make every effort to give the best service possible to everyone who attends our practice.

We are only human and we will make mistakes from time to time. A large part of what makes medicine a profession is being open about mistakes and trying to learn and improve from them.

However, we are aware that things can go wrong, resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly and as amicable as possible.

To pursue a complaint, please contact the practice manager who will deal with your concerns appropriately.

Further information regarding the complaints procedure is available from reception.

Zero – Tolerance

Millview Medical Centre has a zero-tolerance policy which has been created in line with Department of Health and Social Services Care guidance.

All forms of abuse such as the inappropriate use of words causing distress and/or constituting harassment, will not be tolerated and could lead to prosecution!

A good patient-doctor relationship, based on mutual respect and trust, is the cornerstone of good patient care.

The removal of patients from our list is an exceptional and rare event and is a last resort in an impaired patient-practice relationship, however, appropriate steps will be made for ongoing inappropriate behaviour.

A copy of our Zero-Tolerance policy is available upon request.

Useful Contact Numbers

To chase a referral made to Grantham, Lincoln or Boston, please call:

**New Appointments Office on
01522 573200 Opt 1**

To Chase a referral made to Nottingham (City or QMC), please call:

**New Appointments Office on
0115 9249924 ext: 65392**

To chase an X-Ray, Ultrasound or CT Scan at Grantham, please call:

01476 464285

To chase an MRI Scan at Grantham, please call:

01476 464880



Surgery News

- The Practice are now actively seeing more patient face to face appointments with GPs and Nurse Practitioners – all appointments are triaged via Ask MyGP before being booked.
- We continue to support and work with Lincoln Medical School's all year's students as well as final year Nottingham medical students. We are now also assisting with Student Paramedic and Nurse Placements from Lincoln.
- Patients who failed to attend their pre-booked appointments (DNA's), for both GP and Nurses was as follows:

Month	Appts	Hours
February	151	80.53
March	150	43.25
April	143	41.08

A total of 444 missed appointments and 165 hours and 26 minutes of wasted quality service from your medical centre!

Next time you hear someone say.....

"Why can't I ever get an appointment when I need one"

Diary Dates 2023

NHS Health Awareness Days 2023

June	Pride Month
5 to 11	Carers Week And Bike Week
12 to 18	Men's Health Week
14 to 20	Diabetes Week
14	World Blood Donor Day
July	
5	75 th Anniversary of the NHS



Patient Participation Group (PPG)

The next meeting of the Patient Participation Group (PPG) will be held at the Medical Centre on Wednesday 16th August 2023.

We are still in need of younger members to join the panel. If you are aged between 18 and 25 and would like to represent your age group to voice any concerns or suggestions you may have regarding the medical centre services, please contact the reception. Both male and female representatives would be ideal.