



ASK MY GP UPDATE

Ask My GP is now open from 05:00 to 11:00 Monday to Friday (note we are closed on bank holidays).

You can now send requests for urgent appointments which will be responded to the same day, where needed, as well as routine requests, which will be processed within 1-5 working days.

If you want updates on test results, to cancel an appointment or ask a general (non-medical) query there is also an 'Admin Query' option.

Admin queries will not be triaged by a clinician.

NEW PHONELINE SYSTEM

We know this has been a long time coming. There has been lots of arduous and detailed red tape to get through.

Cloud based phone systems are part of the new GP contract and so every practice in the country is looking to upgrade their services from the same few providers as dictated by NHSE approved suppliers. We are coming to the end of our negotiations to be able to install a new service, which we are hoping will come to fruition in the next couple of months. We will keep you updated.

We are hoping that the extended opening of Ask My GP will also alleviate the volume of calls received.

We are still receiving a high volume of calls to order repeat prescriptions which holds up calls a lot. This does not get processed any quicker than if you drop in your repeat slips or order online through our website or the NHS app.

In fact it can sometimes take longer as not all reception staff are trained to be able to make those requests and so all they are doing is messaging our dispensary team to process the request when it comes to the top of the list.

We will be closing the old Sleaford Practice telephone number of 305595. All calls come through to the same switchboard anyway and can be answered at either practice so it really isn't required.

PHARMACY SERVICES.

Many acute, first presentations of ailments can be managed at your local pharmacy. To help us manage long term conditions and complex needs please try your local pharmacy first.

Did you know you can go to them with.....

Infected bites & stings, hay fever, acne, athletes foot, scabies, warts, verrucae, rash, ringworm, threadworm, dermatitis, impetigo, shingles, sore throat, ear infections, sinusitis, constipation, diarrhoea, nausea.

Also acute pain in ankle, feet, fingers, hand, wrist, lower limb, strains and sprains.

There are some criteria for these so please ask a member of our team if you have any queries.

Also we may refer some Ask My GP requests to the local pharmacy if it is relevant.

How pharmacies can help - NHS

DNA DATA:

Patients who do not attend appointments and do not cancel cost the practice such a high number of wated time every month. Please always cancel your appointments if you cannot make it. We now have a DNA policy where patients who constantly do not attend may have their registration reviewed.

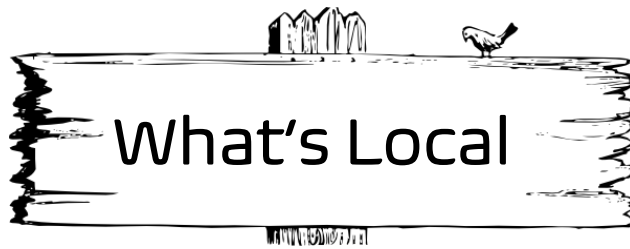
August 2024—A total of 54.4 hours of clinical time was wasted. This equated to over 190 appointments

September 2024—A total of 54.3 hours of clinical time was wasted. This equated to over 190 appointments

October 2024— A total of 43.5 hours of clinical time wasted. This equated to over 180 appointments

Welcome to the Team.....

Practice Nurse Grace Haywood started with us at the beginning of September and Laura Weingaertner, our new Advanced Nurse Practitioner, started with us on the 1st Octobewr 2024.



What's Local

SKETCHBOOK CLUB—£5

Introduction to art sessions. Creative sharing in a supportive environment.

Tuesday 18.30—20.30

Thursday 11.00—13.00

Art shop & studio—Navigation wharf, Carre Street, Sleaford.

Tel: 07432 890 665 E: ruth@ruthburrows.com

HECKINGTON CHURCH

Heckington Church. Church Street, NH34 9RF

Coffee Morning—2nd Saturday of the month 10:00—14:00

Community IT session—Wednesdays 14:00—16:00

Take 5—Toddler Group—Thursdays 13:00—15:00



MENS BOARD GAMES CLUB

All men are welcome to come join in for free. Fun social group for men. Pop along to one of the sessions.

Fridays 14:30—16:00

Heckington Windmill Tea Rooms

MEADOW

Access to a plethora of wellbeing resources & helpful signposting.

Information, activities, socialising within a tranquil and nurturing environment.

SLC, 19 Westgate, Ruskington.

Mondays 16:00—20:00

Thursdays 10:00—14:00

SLEAFORD U3A

Groups and activities to suit all interests in and around the Sleaford area.

£12 annual membership with minimal activity contribution costs.

To join visit their website for an application form
www.u3asites.org.uk/sleaford/page/58187

Or call 07933 990 656

North Kesteven Seniors (over 60's)

Meet every 1st Wednesday of the month 10:00—12:00 at Sleaford Town Hall

T: 01529 410686 (Sylvia)

SLEAFORD V'S ARTHRITIS

4th Wednesday of each month.
St Deny's Church Hall
13:30—15:30

Sarah: 01529 304150

RAINBOW STARS

Inclusive & friendly community group providing support for parents, carers, siblings and individuals with disabilities.

rainbowstartslincs@hotmail.com

Tel: 07761 449 404

17 Watergate, Sleaford, NG34 7PG

Sleaford Mosaic Youth HUB

Youth Club - Fridays 19:00—21:00 for ages 11-18 years.

After school drop in for young people who want to chat with a youth worker, get help or do homework/revision. Tuesday & Thursday 15:00 - 16:45.

Riverside Centre, Sleaford NG34 7PD

NKDC Digital Hubs

Help and support with online access.

Heckington Methodist Church every Wednesday 13:30 - 14:30.

Sleaford Town Hall every Tuesday 10:30 - 12:00.

Ruskington Methodist Church every Thursday 10:30 - 12:00.

Adults Supporting Adults

Providing support services to enable people to lead fulfilling lives actively and independently

Tel: 01529 301966

Heckington Mix and Mingle Café

Third Thursday of the month 14:00—16:30 at the Heckington Village Hall.

Tel: 07786 023 541

Citizens Advice Mid Lincolnshire

NKDC District Council, Kesteven Street,
Sleaford NG34 7EF
Tel: 0808 278 7942

Parkinsons Support Group

Meet at the Sleaford Town Hall on the last Friday of the month from 10:30 - 12:30

Tel: 01526 833998

