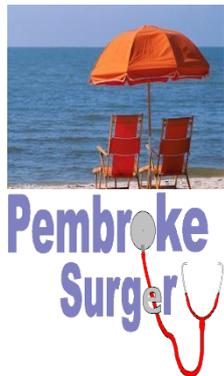


MEET THE HEALTH CARE ASSISTANTS



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In our Spring/Summer newsletter we would like to introduce you to our busy team of Health Care Assistants (HCAs) Jacqui, Lakshmi and Orshi.

What sort of appointments do you deal with?

Jacqui offers a variety of appointments such as annual health and diabetic checks, removing sutures, taking blood and administering vitamin B12 injections. Her specialities are ear syringing and assisting patients to stop smoking.

Lakshmi can offer patients' blood tests, check blood pressure, ECG tests, hearing assessments, diabetic reviews, health checks, dressings and flu vaccination. She also fits the ambulatory blood pressure machine on Monday and Wednesday morning appointments.

Orshi specialises in taking blood and also gives flu vaccinations and checks blood pressure readings.

What training have you had for this role?

Jacqui passed her NVQ in Care (level 3) in 2006. She continues to expand her training, for example, a 2 day course in primary ear care. She also attends an annual "refresher" course in smoking cessation. If you are interested in trying to stop smoking please book an initial 20 minute stop smoking appointment in her clinic.

Lakshmi gained a diploma in homeopathic medicine and surgery in 1993 and a certificate in Gynaecology and Obstetrics, both in India. In 2015 she completed her HCA NVQ Care course with Activate Learning at Reading College whilst being mentored by Jacqui and Nurse Kim. Further study courses have been foot checks for diabetic review patients and dressings and wound care courses.

Orshi came to us from the John Radcliffe Hospital in Oxford. She passed her NVQ in Care in 2008, and has a varied healthcare related background. Orshi completed further training for phlebotomy at the Royal Berkshire Hospital

What would you do if you can't deal with a particular problem?

If an HCA has a problem she feels is beyond her own medical capabilities she will always seek advice from a senior clinician and may offer an alternative follow up appointment if required.

Please explain how the various roles in the nursing team interact?

An HCA has the key skills and competencies which enable her to be a safe person centred practitioner, working as part of a team to deliver high-quality, ethical and non-discriminatory care to patients. She is confident to discuss any problems and issues with the nursing team and other clinical colleagues where required.

How do the HCA team support other clinicians in the practice?

The role of the HCA is to support the clinical team within the surgery with regard to longer term management of patients. They are able, at short notice, to carry out urgent dressings, ECGs and blood tests amongst other requirements that the senior clinician may request. The HCA team support the Practice by doing a lot of the essential background work such as routine monitoring checks and organising equipment calibration and repair, ordering emergency drugs, researching new equipment prior to purchase and ordering pathology supplies such as blood bottles, sample pots etc.

TRAVEL VACCINATIONS

If you require NHS travel vaccinations please book an appointment with the Practice Nurse with as **much notice as possible prior to your holiday departure (preferably 4-6 weeks)**. Ideally you will need an appointment with Nurse Leah. The travel vaccinations given under the NHS are Diphtheria, Tetanus and Polio, Typhoid, Hepatitis A and B and Meningitis. Before attending any nurse appointment for travel vaccination, it is useful if patients could complete the travel form from reception or from the website. Non NHS travel vaccinations are Rabies, Jap B and Tic Born Encephalitis and Yellow Fever, so for these vaccinations patients can contact Grovelands Travel Clinic 0330 100 4292 or other travel clinics.

Please note that there is now a £10.00 administration fee for the issue of private malaria prescriptions. We would be grateful if you could kindly pay either by cash or cheque.

We recommend that you keep yourself safe in the sun, whether at home or abroad, by staying in the shade in the middle of the day, covering up and using a good quality factor sunscreen.

STAFF CHANGES

There have been a few changes within our clinical team to which we would like to draw your attention.

We are now fortunate enough to have two new locum Doctors who each attend the surgery for a few sessions each week. Dr Bi, a lady Doctor, has two afternoon sessions usually on a Tuesday and a Friday afternoon. We are now delighted that we can now offer you appointments with a female GP.

Dr Rana, a male locum, normally has two afternoon sessions each week on Tuesday and Wednesday. We are also delighted to welcome him to our clinical team.

Sadly one of our prescribing pharmacists, Mr Rashid, has relocated back to London. However Mr Rafiq is now available on Monday morning, Tuesday, Wednesday and Thursday all day and on Friday morning. He also holds some Saturday morning surgeries.

There have been no changes to either of the administration or reception teams.

Useful Contact Numbers

Health Visitor	0118 9374457
Community Midwife Helpline	0118 3227199
Out of Hours Services	111
RBH Switchboard	0118 3225111
Alexandra Road (Main Surgery)	0118 9352121
Eldon Square	0118 9574891

Wasted appointments have reduced since we introduced texting reminders to mobiles, but they do still occur. This is something we take very seriously. You can cancel your appointment in person, or via the telephone, or via the online system. If you change any of your contact details, be sure to tell us AND the hospital if you are in receipt of or expecting any hospital attention.