



November/
December 2017

Bourn Surgery Newsletter

There will be a Clinical Governance half-day practice closure on Thursday 9th November 2017.

Christmas Closure: Monday 25th and Tuesday 26th December 2017.

New Year Closure: Monday 1st January 2018.

Great Gransden Clinic Closure: 28th Nov, 26th Dec, 2nd Jan and 16th Jan.

Farewells and a new team!

As many of you are by now aware, our Practice Nurse Judith Eales retired on the 25th of October. Judith had a career spanning 41 years in the NHS, and has been a Practice Nurse at Bourn for the last 13 years. We will miss her hugely, as we know will many of our patients, but wish her all the best for a very happy and exciting retirement!

On a similar note, our Practice Nurse Jacqueline Toase will also be retiring in December. Jacqui has been with the practice at Bourn for the last 18 years, initially as a District Nurse, and subsequently as a Practice Nurse. We know that our patients will be very sad to hear that she is leaving us. We will also miss her hugely, and wish her all the best for a very happy retirement!

Along with Hedda Jones, Judith and Jacqui have formed a well-loved and much-valued nursing team at Bourn for many years, and we all feel very sad at the end of an era. However, on the bright side, we are delighted to welcome several new members to the nursing team. Sara Devlin joined us as a junior Practice Nurse, having recently completed her training at Papworth. More recently Jacqueline Allen has joined the Bourn surgery team as a Healthcare Assistant. Jacqueline has come to us from Huntingdon Road Surgery. In November we will be joined by Lesley Richards as our new senior Practice Nurse. Lesley joins us as an experienced Practice Nurse, having been at Comberton Surgery for many years, and has more recently worked as a Diabetic Specialist Nurse. Hedda remains our invaluable Nurse Practitioner, working alongside both the nursing and GP team. A very warm welcome to all!

Chariots of Fire Relay Race

We are very grateful for the generosity of our patients in sponsoring us for the annual Chariots of Fire race, raising £275 for Alzheimer's Research UK; thank you so much!

Patient Participation Group (PPG) Launch Event

Our inaugural PPG event was held in October, with 15 attendees and an informative presentation by Mark Taylor on his role as a Community Responder, and on bystander medical response. Feedback was very positive! We would appreciate ideas for other educational events or activities that you would find useful; please email the surgery.

**The Doctors and Staff of Bourn Surgery would
like to wish all of our patients a Merry
Christmas and a Happy New Year.**

Cambridge Out of Hours (OOH) GP Service

You may be aware of the recent restructuring and relocation of the GP OOH service. The OOH continues to be provided by Herts Urgent Care, who have held the contract since October 2016.

In August this year, the OOH GP service moved from Chesterton Medical Centre to the Urgent Treatment Centre (UTC) at Addenbrooke's, located in Clinic 9, a short walk from A+E. This service now operates between 6.30pm and 8am on weekdays, and 24hrs at weekends. To contact the service you need to call NHS 111 (open 24hrs a day, 365 days a year); the OOH GP service does not offer walk-in appointments. The NHS 111 team will assess your condition via phone, and where appropriate, will refer you to the OOH GP service, offering either a telephone consultation, a consultation at the UTC to see a GP or nurse practitioner, or a home visit from a GP or nurse practitioner.

Patients and visitors to the UTC should use Car Park 1 at Addenbrooke's, and will be charged a fixed rate £3.60 car parking fee. There are also "drop off no-waiting" bays directly outside the UTC, as well as disabled parking bays.

A new GP streaming service has also been designed as part of the new UTC at Addenbrooke's. Patients who attend A+E but are identified as requiring urgent primary care, rather than A+E care, will be sent to the UTC. This is part of the national requirement for all A+E departments to have a GP streaming service in place by October 2017.

CCG Winter Illness Campaign October 2017-March 2018

Our local CCG (Cambridgeshire and Peterborough) has published the following article on Staying Well this Winter (also see www.nhs.uk/staywell).

Winter weather can aggravate existing conditions and raise the risk of increased blood pressure, heart attacks and strokes. However, there are lots of things you can do:

- Get expert advice - If you start to feel unwell, don't wait until it gets more serious. Seek advice on the best treatment from your local pharmacist.
- Make sure you get your free flu jab- Flu is a highly contagious and can cause serious complications for at risk groups. Adults over 65; those with long term health conditions; children aged 2 - 8; carers and pregnant women may all be eligible for a free flu vaccination – ask your GP today.
- Stock up your medicine cabinet - A well-stocked medicine cabinet can help you treat common winter ailments such as coughs, colds, sore throats and sickness bugs at home. See our Winter 2017 Newsletter on our website (bournsurgery.nhs.uk) for a previous article on how to stock a home medicine cabinet.
- Keep warm - Keeping warm, both inside and outdoors, can help to prevent colds, flu and serious health problems such as heart attacks, strokes, pneumonia and depression.
- Make sure you're receiving all the help you are entitled to - Learn how to make your home more energy efficient and take advantage of financial schemes to keep up with energy bills. See www.nhs.uk/Livewell/winterhealth/Pages/KeepWarmKeepWell.aspx

Reception

- **Mon-Fri:**
8.30am-1pm, 1.30pm-6pm
- **Appointments:** 01954 719469
- **Emergencies:** 01954 719313

Dispensary

- **Mon-Fri:** 9am-1pm,
3.30pm-6pm

Out of Hours

- **01954 719313 and listen to the automated message.**