



The Jubilee Practice News

November 2023

Staff Announcements



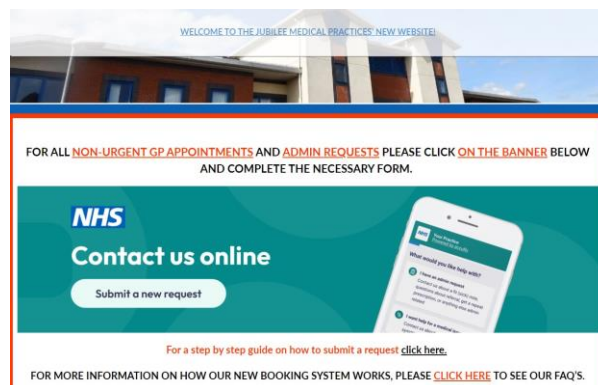
We recently said goodbye to our Nurse Practitioner, Cath Morgan, who has been with the practice for 9 years!

We have also said farewell to Dr Dey, who joined the practice as a Salaried GP in August 2022.

Their infectious smiles will be missed by the team and patients of Syston and we wish them well in their next chapter and future endeavours!

NEW BOOKING SYSTEM

*On Thursday 14th September, the practice launched the new booking system for all **non urgent GP appointments**.*



1 - www.jubileemedicalpractice.com

This is easily done by accessing the homepage on our website, clicking on 'Contact us online' and selecting '**Medical Request**'. This is open online **07:00am -10:00am Monday -Friday**. Patients are required to fill in the questions on the form and then click submit, which will then come through to our Care Navigating Team who will process your request. You can fill in the form for yourself or on behalf of someone. **Patients who do not have access to the internet or who are not confident with technology can still phone us between 8-10am and one of the team will be happy to complete the form on your behalf.**

A screenshot of the 'Contact us about your request' form. At the top, it says 'Contact us about your request'. Below this is a yellow warning box that says: 'PLEASE ONLY SUBMIT A MEDICAL REQUEST FOR NON URGENT GP APPOINTMENTS ONLY. Admin and Medical Issues will be triaged by a member of the team within 2 working days. If you need more urgent help, call your GP. If your GP practice is closed, visit NHS 111 online or call 111. In an emergency call 999'. Below the warning box is the question 'What would you like help with?'. There are three options: 'Admin query' (This includes: fit (sick) note, test results, repeat prescription or anything else admin related.), 'Medical request' (Tell us about a new or ongoing problem.), and 'Online advice' (See NHS advice and guidance on conditions, symptoms and treatments.). Each option has a right arrow button.

Understandably, there has been a lot of apprehension and uncertainty regarding this new change. At Jubilee Medical Practice, we always have our patients' best interests at the forefront of our minds. Our aim is to improve access to the practice, reduce waiting times on the phone and ensure patients

are being directed to the most appropriate healthcare professional at the right time. If you do have internet access and are able to submit a form, please help us by trying to do this yourself. This will allow us to answer phone calls much quicker from patients who do need additional support.

We value your feedback, so if you have used the new system, please get in touch with a member of the team to let us know your experience!

For more information on the new booking system, please [click here](#) to see our FAQ's.

Admin queries such as prescription requests, sick notes, test results etc can also be submitted online by clicking on the 'I have an admin query' tab. This option is open 24 hours a day, 7 days a week. Please ensure you are selecting this option for admin queries only and not to request an appointment.

When to contact us...

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- *08:00-10:00am OR 14:00-16:00pm for a new problem that requires an urgent same day appointment.*
 - *08:00-10:00am for support submitting a non-urgent GP appointment.*
 - *After 10:00am for general enquiries or to book a nurse/pharmacist appointment.*
-

Please be mindful that the phonelines can still be very busy in the mornings, so if your problem is not urgent please try to call us later in the day so we can deal with your request more promptly. General enquiries can be taken any time from 10am. Thank you for your co-operation.

Follow us on Facebook!



We will be sharing all the latest practice news and information on our new Facebook page! Please [click here](#) to visit our page and give us a 'like' to keep up to date with all things happening at Jubilee!



PRACTICE ADMIN TIME



The practice will be implementing 'Practice Admin Time' every Monday between 12pm-1pm. This means that during this time, the phone lines will be open for emergencies only. Our doors will still remain open for patient access.

ORDERING YOUR MEDICATION



MEDICINE

*The practice requires upto **3 working days** to process prescription requests and send to the pharmacy.*

*Please make sure that your request is placed **7 days** before you are due to run out.*

This allows time for the pharmacy to receive and process the prescription.



NHS

Our practice is working closely with local pharmacists to support you with certain health conditions

It may be more appropriate to have your NHS consultation with a trained pharmacist instead of the GP practice. You can choose from any available pharmacy providing the service and we will arrange this for you.



Ask us for more information

See your GP health record on the NHS App

NHS App



Health In The Community



Measles cases are on the rise in England and across Europe. Make sure you and your family are protected against becoming seriously unwell with measles by checking you are up to date with the MMR vaccine.

Across England, on average one in ten children are not up to date with their MMR vaccinations, with some areas of the country as low as two in five, putting thousands of children at risk of catching measles and the disease spreading in unvaccinated communities.

Just two doses of the MMR vaccine gives you and your family lifelong protection against catching measles. The first vaccine is given at age one year and the second at age 3 years and 4 months old. If you've missed any doses, it's not too late to catch up. Contact us today to book an appointment to get up to date.

If you are unsure if you or your child are up to date, check your child's red book or GP records and we can make an appointment to catch up any missed doses if required.



On the 1st September 2023, the shingles national immunisation programme changed, and more individuals are now eligible for a free course of the shingles vaccination on the NHS.

You are eligible for the shingles vaccine from your 70th to your 80th birthday. As part of a gradual roll out, those turning 65 (DOB between 01/09/53 and 31/08/54) and 70 (01/09/58 and 31/08/59) are also eligible now.

If you have a severely weakened immune system, you become eligible for the shingles vaccine from the age of 50.

If you think you may be eligible but aren't sure if you have received this vaccine before, please give us a call and we will check for you. Once you have received a full course, you will not need it repeating again.

Please give us a call to book an appointment if you are eligible.

FREE TRANSPORT

A free transport offer to/from a flu/COVID vaccination provider is available to all eligible residents of Leicestershire (not city or Rutland). The idea is to help vulnerable people living in rural villages access their vaccination offer conveniently.

*All you have to do is call the provider on **01530 512456**, this number is operational Monday to Friday, 9am to 5pm. The provider will proactively check the patients eligibility, book them into a clinic and will arrange to pick them up from their home, transport them to the clinic / wait for them / drop them home. All at no cost to the individual!*

Cohort	COVID	Flu
Residents in older adult care homes & their staff	Yes	Yes
Adults aged 65 years & over (who turn 65 by 31 st March 2024)	Yes	Yes
6 months to 64 years in clinical at-risk groups ie asthma, SMI, LD, etc	Yes	Yes
Frontline health & social care workers	Yes	Yes
Immunosuppressed patients & their household contacts aged 12 to 64 years	Yes	Yes
Carers aged 16 to 64 years (registered & unregistered)	Yes	Yes
Pregnant women	Yes	Yes
2 & 3-year-olds (who turn 3 years by 31/08/23)	No	Yes
Children & young people (reception to year 11)	No	Yes
Working aged adults in long-stay residential care homes & settings & their staff	Yes	Yes



ADHD ADULT SUPPORT GROUP

(10AM - 12PM)

EVERY THIRD THURSDAY OF THE MONTH
STARTING ON 21 SEPTEMBER 2023

LOUGHBOROUGH WELLBEING CENTRE
ASHA HOUSE
63 WOODGATE
LOUGHBOROUGH
LE11 2TZ



WWW.THEWELLBEINGCAFE.ORG
01509606370

WWW.ADHDSOLUTIONS.ORG

MIND AID UK

DO WELL-BEING WELL

CIC

WEEKLY WELLBEING EXERCISE CLASSES



FRIDAYS 11AM - 12PM



SYSTON COMMUNITY CENTRE
SCHOOL STREET, SYSTON, LEICESTER
LE7 1HN

FOR BOOKINGS EMAIL - MINDAIDUK@MAIL.COM

ARE YOU LOOKING FOR A FUN AND EXCITING WAY TO IMPROVE YOUR CARDIOVASCULAR HEALTH AND WELLBEING ?
DELIVERED BY ACCREDITED COACHES
EQUIPMENT IS PROVIDED! JUST BRING YOUR WATER BOTTLES AND SMILES!
ALL FITNESS LEVELS WELCOME

WEEK 1 - BOX FIT

WEEK 2 - CIRCUIT TRAINING

WEEK 3 - ZUMBA

WEEK 4 - YOGA



@MINDAIDUK.CIC

WWW.MINDAIDUK.ORG

COMPANY NO.
14822497



SOUTH ENGLAND
PRESTIGE AWARDS
2022/23 WINNER

Drop in for a chat if you're struggling



rcc



NHS

Leicester, Leicestershire
and Rutland

12 - 3pm every Thursday

Starting from 22nd June

Old School Room, Syston Community Centre, LE7 1HN

Tracey@ruralcc.org.uk | 07752 183044

Age Concern Syston

Christmas Craft

Fayre

Saturday 11th November
2023

The Methodist Church Hall

10am-2pm

Samosas served to you by Syston Health
Care Centers very own Social Prescriber.

(All money raised from sale of samosas will be donated to Age Concern)



pageborders.org



Long COVID multidisciplinary consortium
Optimising treatments and services across the NHS

NIHR | National Institute
for Health Research

HEALTHY VOLUNTEERS REQUIRED!

LOCOMOTION study needs healthy volunteers for Task 2.3.

What is the study?

Task 2.3 of the LOCOMOTION study is evaluating the results of the aAP (a home-based test for the evaluation of autonomic dysfunction) in the asymptomatic healthy population to provide normal data for comparisons.

Autonomic dysfunction is common condition in Long Covid patients, the nerves of the autonomic nervous system are damaged affecting the heart function, blood pressure, bladder function, and digestion.

Who can participate?

- Aged 18 years or older
- Do NOT have Long COVID
- No pre-existing chronic condition with autonomic dysfunction
- Ability to complete the aAP test with your own Blood Pressure machine

What is involved?

- Up to 60 minutes across one day.
- Measuring your heart rate and blood pressure at specific points in the day.
- Making a note of food/drink you consume and details of activity you perform in the day.

How to participate?

Contact aapstudy@leeds.ac.uk for more information.

IRAS ID: 303623

LOCOMOTION Task 2.3 Poster

v1.0 13 Oct 2022



MOVEMBER

Mens Health for MOVEMBER... Men's health is in crisis. Men are dying on average 5 years earlier than women, and for largely preventable reasons. MOVEMBER is the leading charity changing the face of men's health. This includes Mental Health and Suicide Prevention, Testicular cancer and Prostate cancer.

Suicide is the biggest killer of people under the age of 35 and the biggest killer of men under the age of 50. Men are less likely to access psychological therapies or talk to friends and family about their mental health. Globally, on average, 1 man dies by suicide every minute of every day. To visit the official Movember web page, please [click here](#).

Signs that someone could be in distress might include:

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- *Not sleeping*
 - *Eating less or more than usual*
 - *Forgetting grooming (no clean clothes, not showering or brushing teeth)*
 - *Avoiding social situations*
 - *Missing social or sports events*
 - *Going quiet on social media or messaging apps*
 - *Being more irritable than usual*
 - *Talking of death and dying or increased hopelessness*
-

If you spot a friend whose behaviour is out of character, it's important to check in with them - it might just save their life.

If you're concerned you're developing a mental health problem, talk to your GP. It can be daunting, but most people find that speaking to their GP and getting help and support can make a big difference in their lives.

If you're in distress and need immediate help or are feeling like ending your life, please call 999 or go to A&E and ask for the contact of the nearest crisis resolution team. These are teams of mental health care professionals who work with people in severe distress



If you're concerned about a friend or relative, there are things you can do to help them.

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- *Let them know you're there to listen to them without judgement*
 - *Someone who is experiencing mental health problems may find it hard to reach out, so try to keep in touch. A text message or a phone call could make a big difference*
 - *Find out about local services such as talking therapy or support groups. See if there are any specifically for men if you think they'd prefer that. [Hub of Hope](#) offers local, national, community, charity, private and NHS mental health support and services.*
 - *Help them to get help. Reassure them it's okay to ask for help and that support is out there. You could help them contact their GP or accompany them to their appointment if they want you to*
 - *Take care of yourself. Looking after someone else can be hard, so make sure you consider your wellbeing too*
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- [CALM](#) - Confidential helpline and livechat. Open from 5pm to midnight every day, 365 days a year
 - [Samaritans](#) - Confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts
 - [Shout Crisis text line](#) - 24/7 free text service, for anyone in crisis, struggling to cope and needing immediate help
 - [Mind](#) - Advice and support to empower anyone experiencing a mental health problem
 - [Movember Support page](#) - A list of other local resources for men's health
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Please note the practice will be closed from **13:00pm** on the following dates for Practice Learning Time:

Thursday 16th November 2023

Thursday 18th January 2024

Thursday 15th February 2024

If you require medical assistance during this time that cannot wait until the following day, patients can contact the Covering Care Team on 0300 323 0671 who will be able to deal with your call. In a case of an emergency always ring 999.



The urgent access medical team consists of a GP, Physician Associate, Paramedic and medical students. The practice aims to offer between 50-60 urgent appointments every day. These are only available to book between the following time windows:

Morning: 08:00 - 10:00

Afternoon: 14:00 - 16:00

If you feel your problem cannot safely wait for the next booking window, please contact the practice and a member of the team will be able to advise you. For immediate emergency medical care you should always contact 999.

If you need a nurse/pharmacist appointment, please call us after 10am.

Non-urgent GP appointments need to be submitted via the [online form](#) our website. This is open online from 7am-10am Monday-Friday. If you need support to do this, please contact the surgery between 8-10am and one of our team will be happy to help you!

Please visit our website www.jubileemedicalpractice.com for more information

Follow us on [Facebook](#) for the latest information and practice news!

We are here to help you.
Thank you for treating
us with respect.

