



Bushloe  
Surgery

Winter 2024



# Winter Edition

## Welcome to Bushloe Surgery

At the end of October we said goodbye to Dr Tracy Tobin who had been with the practice for 27 years. We would like to thank her for all her years of service and wish her a long and happy retirement. Dr Tobin will be missed by staff and patients alike.

Dr Palin has now taken over as Senior Partner and will continue to steer the Bushloe ship.

To replace Dr Tobin's clinics, we have appointed Dr Sunny Makan (m) and Dr Sonal Mistry (f) who have settled in quickly to Bushloe life.

We continue to be busy as a teaching practice and at the time of writing are supporting 3rd and 5th year medical students as well as a nursing student. 6 GP registrars continue their placements with us—Bushloe is a busy place to be!

## Vaccine clinics

Our main covid and flu clinics have now taken place and we have vaccinated 2162 patients eligible for Covid and 2364 patients eligible for the flu vaccine.

If you were between 75—79 on September 1st 2024 or are 28 weeks or more pregnant, you are eligible for the RSV (respiratory syncytial vaccine) Please ask at reception to book your appointment.

You can also book pneumonia and shingles if you are eligible.

## How to order your prescription

- Visit our [website](#) & use the Contact the Practice form
- Call us after 10 am on 0116 344 0233
- Fill in the repeat slip and drop into our letter box or give to reception

Please order your medications a week in advance of them running out.

Prescriptions take 3 working days to complete.

## How to make an appointment

Our GP, Physician Associate and Nurse Practitioner appointments are all released on the day.

If you wish to see a clinician that day please call 0116 3440233 as close to 8am as possible.

Our team are trained to ask relevant questions so they can book you with the most appropriate clinician.

Please see 'Who will provide my care' on our website for more information.

[www.bushloesurgery.co.uk](http://www.bushloesurgery.co.uk)

You can book in advance by using Contact the Practice on the website. Look for the big green square.

See the next page for more information.

## Act FAST

A stroke strikes every 5 minutes in the UK.. The first sign of a stroke might not seem like much. Like not being able to raise your arm. Or struggling to smile. Or slurring when you speak. Any sign of a stroke is an emergency.

Face or arm or speech, at the first sign, it's time to call 999.

[Click here for more info](#)

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*One patient told us "this is genuinely the best NHS practice I have ever been to."*

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## Key reminders/FAQs

Coughs & Colds season—your GP surgery is not always the best place for advice. Pharmacies can provide over the counter medication and antibiotics for certain conditions.

Please consider using your pharmacy first before contacting us.

Our reception team may also offer you a pharmacy referral for symptoms such as urinary tract infections, sore throats, impetigo etc. They have a clearly defined list and will only use this pathway if the patient fits certain criteria.

More information is available [here](#)



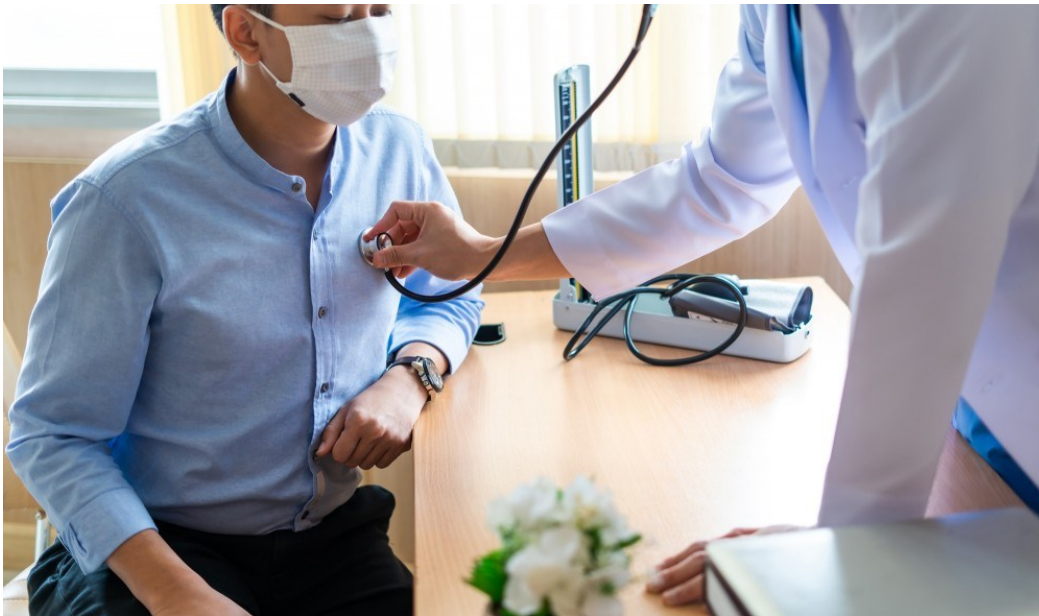
The graphic features a blue background with white snowflakes. On the right, there is a green cross icon and the NHS logo. The main text reads 'This winter just think pharmacy first'. Below this, a white box contains the text: 'Your pharmacist can provide some prescription medicine without needing to see a GP. If you're suffering from these seven common conditions, just think pharmacy first.' To the right of this box is a list of conditions: UTI (women 16-64), Sore throat, Sinusitis, Earache (17 and under), Impetigo, Shingles, and Infected insect bite. At the bottom right, a yellow box says 'Private consultation rooms available'.

**This winter just think pharmacy first**

Your pharmacist can provide some prescription medicine without needing to see a GP. If you're suffering from these seven common conditions, just think pharmacy first.

- UTI (women 16-64)
- Sore throat
- Sinusitis
- Earache (17 and under)
- Impetigo
- Shingles
- Infected insect bite

**Private consultation rooms available**



## In November we .....

- Handled 11209 calls to our main telephone number
- Had 9631 appointments booked
- Issued approximately 6488 prescriptions
- 708 requests were made using Contact the Practice
- Had a total of 13157 patients registered with us. In November 2023 we had 12569 patients—that's 558 more now registered!
- Unfortunately, 134 appointments were not attended. That's nearly 26 hours of appointments that were wasted.

Help us to help you by cancelling unwanted appointments.

### CQC Inspection.

At the end of August, the practice underwent a focussed CQC Inspection. After a few intensive days with our Inspector, we were thrilled to receive a rating of 'Good.' However, the work doesn't stop there and we continue to strive for an 'outstanding' judgement going forward.

We strive for a learning culture at Bushloe and are always searching for ways we can improve our patient experience. We welcome your feedback either positive or negative and will use this to make improvements with our service.

## Contact the Practice Online

Use this option to request a non-urgent appointment.

You do not need a login to use this service.

The page guides you through a series of questions to help the team put you with the most suitable clinician.

You can specify the best day, times or clinician to call you.

This service has a 5 working day turnaround so must only be used for non-urgent appointments.

Use this service if you need to request a repeat fit note to be absent from work.

Julie, a member of our patient participation group can support patients to get online to use this service on Tuesday mornings.

Please speak to a member of the team who can add you to her waiting list.

## Christmas Closures

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Bushloe Surgery will close at 4pm on Tuesday 24th December and re-open at 8am on Friday 27th December.

We will close at 4pm on Tuesday 31st December and re-open at 8am on Thursday 2nd January 2025.

Remember to order your prescriptions so you have enough for the holiday period.

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Did you know:

We offer coil fitting, contraceptive implants, minor surgery, steroid injections and ear syringing.

Speak to a member of the reception team for more information.

## Focus on a clinician

Dr Makan joined us at the beginning of Sept and works on Mondays and Thursdays. On Tuesday mornings he can be found at Oadby Urgent Care Centre. He says 'I studied medicine at King's College London and graduated in 2018. I subsequently moved back home to Leicestershire to complete my foundation and GP training. I'm very excited to have joined Bushloe Surgery as a GP; I have a passion for palliative care and I'm keen on medical education and teaching. Outside of work, I moonlight as a music producer and I'm a self-confessed geek with a huge Lego collection!



The Patient Participation Group (PPG) are looking for new members.

The group meet at 6.30pm on Tuesdays at the surgery. Meetings for 2025 are below.

04.03.2025

03.06.2025

02.09.2025

02.12.2025

Copies of the minutes can be found by [here](#)

The surgery is open between 8am and 6.30pm Monday to Friday.

Minor surgery and smear tests are available on Monday evenings between 6.30 and 8pm. Appointments should be booked in advance.

In the next edition: NHS health checks .....