****** BHG PPG newsletter January 2024

Wishing all patients and staff of the Belvoir Health Group a happy and healthy New Year.

Staff news:

* Dr Camm has given birth to twins! Congratulations!
* Two new registrars are now working at the practice which may help a little with capacity. There are currently 4 registrars in total based with us.
* A new health care assistant is in post, based in Bingham but working across the practice.
* Philippa Bremner is our new social prescriber. Thank you to Sally Lee for her work and welcome to Philippa.
* Sam Pritchett is the Team Leader at Cropwell Bishop.

Recruitment efforts continue. Staff shortages, including staff absence due to illness, continue to be a problem for the practice. Patients are asked for their understanding as everyone is aware of frustrations when appointments aren’t available.

However, the availability of appointments is also greatly impacted by the number of people who do not attend at their allotted time. This is frustrating for everyone. These appointments could have been given to others if they had been cancelled, either by telephone or online, in advance. For example, in November 2023, **483** appointments had been made to see either a GP or a nurse where the patient did not attend. If you have made an appointment and no longer need it or cannot attend for whatever reason, please contact the surgery to cancel. This then allows staff to reallocate the time to someone else in need.

\*A reminder for patients to book in for a shingles vaccination if they are eligible.

* People who turn 65 on or after 1st September 2023. (**NOT** people who turned 65 before this date)
* People aged 70 – 79 who have not previously had the vaccine.
* People aged 50 or over with a severely weakened immune system.

At the time of writing, plans are underway for the Cotgrave Integrated Neighbourhood event on Saturday 24th February. This will be held at The Welfare between 10am and 2pm. There will be representative from community groups and services available in Cotgrave. Everyone is invited to attend and find out what it’s all about.

Healthwatch Nottingham and Nottinghamshire would like to hear from patients if they have ever made a complaint, wanted to and changed their mind or who have never considered making a complaint about any NHS services in the area. There is a survey for you to complete: Healthwatch Hot Topic: NHS Complaints Handling smartsurvery.co.uk.

There are collection boxes in the surgeries for used stamps to raise money for research into bone cancer.