HAWTHORN MEDICAL PRACTICE

PATIENT NEWSLETTER

Winter 2022

Welcome to our quarterly Newsletter, where we will let you know of any Practice updates and wider Primary Care messages and announcements. Your feedback on the newsletter is welcomed and we would be delighted to hear any ideas and content you would like to see in any future editions. Please give us your feedback on any Practice subject, comments & ideas to e-mail hawthornmp.patientservices@nhs.net

As you may all be aware, we have recently been visited by the Care Quality Commission
Hawthorn Medical Practice - Care Quality Commission (cqc.org.uk)
It is safe to say, we have a little work to do, to bring us back up to the standard that we strive for, to provide you with an excellent service.
There are a number of measures we have already put in place to make this happen and we welcome another visit from CQC very soon.
We are working together with CQC, the Integrated Care Board and NHS England to ensure improvements.
We will keep patients informed of the improvements made.

In the meantime, we would like to share some Practice data with you, the date below is from a 3-month period, August, September & October: -

Appointments attended	18,364
Did Not Attend Appointments	552
Telephone calls answered	25,490
Prescriptions issued (per patient)	5,871
Practice List Size at 31.10.22	17,673

As you can see from the above, all the staff here at Hawthorn are working hard.

Mask Wearing Update
Due to the number of Covid -19 cases, we would ask that patients still wear a mask when attending the Practice. We would also ask for patients to kindly always maintain 1 metre distance – we appreciate your co-operation.

You can contact our Reception Team to book an appointment

(Please help us, by avoiding busy times, 8am to 10:30am)

Come along to our …..

Listening Clinic

Hawthorn Medical Practice
Hawthorn Road, Skegness, PE25 3TD
On Thursday, 5 January 2023, 10:30am -12:30pm

We will be holding an informal and friendly Listening Clinic to gather your feedback and experiences on your local health services
This will be a drop in session and staff will be available to speak to you
anytime between: 10.30am and 12.30pm

If you are unable to attend but would like to leave feedback, please complete the enclosed survey by noon on 5 January, 2023. If you would like to speak to us on the phone instead please call
Claire Hornsby, Engagement Manager on07890 047 409 or email:Licb.involveus@nhs.net

Alternatively, please leave your feedback via our online survey:https://nhslincolnshire.qualtrics.com/jfe/form/SV_dhxeZMw1q0Ui1pQ
Or scan the below QR code with your phone camera to complete the survey:

Looking forward to Christmas – try this recipe

Christmas Tree Cupcakes

Ingredients

- 150g unsalted butter, softened
- 150g golden caster sugar
- 3 eggs
- 1 tsp vanilla bean paste
- 175g self-raising flour
- 100g gold or white fondant
- edible gold lustre dust or spray (if using white fondant)
- edible sugar balls, mini chocolate, beans, or multicoloured sprinkles (for baubles)

For the buttercream

- 300g unsalted butter, softened
- 500g icing sugar, sifted
- 1 tsp vanilla bean paste
- green food colouring (preferably oil-based)

Method

- **STEP 1**
  Heat the oven to 200C/180C fan/gas 6 and line a 12-hole muffin tin with paper cases. Beat the butter and sugar together in a large bowl or stand mixer until pale and creamy. Add the eggs and vanilla along with 1 tbsp of the flour (to reduce the risk of the mixture splitting) and beat again.
- **STEP 2**
  Sift the remaining flour into the batter and mix to combine until no streaks of flour are visible, being careful not to overbeat. Divide the batter between the cases, ensuring they are all at least half-full. Bake on the middle shelf of the oven for 12-15 mins until golden. Cool in the tin for 5 mins before removing to a wire rack to cool completely.
- **STEP 3**
  Roll out the fondant and stamp out 12 stars or flowers using mini biscuit cutters. Leave to dry on a sheet of baking parchment. If you've used white fondant, let the shapes dry for 5-10 mins, then spray or brush with gold lustre.
- **STEP 4**
  To make the buttercream, slowly mix the butter, sugar and vanilla together in a bowl using an electric whisk or in a stand mixer. Once combined, beat for at least 5 mins until pale and fluffy. Add the green food colouring, a little at a time, until you reach your desired shade. Spoon the buttercream into a piping bag fitted with a star nozzle. Pipe swirls of the buttercream over the cooled cupcakes, building the swirls up into a cone shape. Top the 'trees' with the fondant stars, then decorate with sugar balls, sprinkles or chocolate beans to make baubles.

Merry Christmas and a Happy New Year to all of our Patients