

AUTUMN NEWSLETTER 2019

Welcome to our newsletter for Autumn '19. We realise that time has flown since our last newsletter back in the Spring. Lots has been happening within the surgery so we hope you find this newsletter helpful and informative.

FUN FACT: Did you know that this year the surgery has been open 100 years?! That's right, we first opened our doors in 1919. We would like to thank all our staff and patients over the years that have made us who we are today and we are thankful for your continued support. Here is to the next 100 years!

STAFF UPDATE

Doctor Update:

We would like to officially make the sad announcement that Dr Edmond Chau and Dr Carol Oakley are soon to be retiring from the practice next year. Their last official day being Partners at the surgery will be Wednesday 25th March 2020. Dr Chau has been a clinician here since 1992 and Dr Oakley since 2010. We know you will all agree that we wish them all the best but we are glad to be keeping them for another couple of months yet!



Nurse Update:

Fiona: As many of us know Fiona is one of our Nurse Practitioners. She works Monday, Tuesday and Friday. She has recently qualified as an Advanced Nurse Practitioner. She can support the Doctors with seeing patients to assess, make diagnoses, treat, prescribe and make referrals for patients who present with undiagnosed problems.

Dawn: Dawn has been our Phlebotomist for many years. We are delighted to say that she has now qualified as an Assistant Practitioner and has increased her hours here at the surgery. You may only know Dawn as taking blood tests but she is highly qualified to do dressings, blood pressure, diabetic care planning, removal of stitches/sutures as well as bloods and ear syringing.



Sharon: We have also taken on board Sharon as a Practice Nurse who works 2 days a week with us. Sharon has clinics for Dressings and has also learnt Childhood immunisations. She is currently shadowing Fiona for this but will soon be holding her own clinics very soon.

Peta: Peta, our Nurse Practitioner, has reduced her hours to 3 days a week. She now works Mondays, Tuesdays and Wednesday mornings. She can see all minor illnesses that do not require seeing a GP.

Helen: Helen is our phlebotomist who works once a week at the practice. She will be leaving us at the end of November due to getting her dream job at Broadmoor. We wish her all the luck with her new role.

SURGERY UPDATE

Patient Wi-fi: We have now installed Patient Wi-fi working in the surgery. It is called 'NHS WIFI'. All you need to do is click on the name and this will open a website.



You then need to fill in the details and this should automatically log you in.

Texting Service: We have recently started using a texting service. You may notice that we may text you with information related to your care.



Please therefore can you make sure that we have your up to date contact details.



If you change your address, telephone number or email address please let us know as soon as possible. You can let us know in person or let us know online via our website. However, if you have moved out of our area you will need to register with a surgery in your new area.

When you are moving house, tell us your address/telephone number and we will let you know if this is within our catchment area. If you are out of the area please register with a new GP as soon as you can. Please don't delay or there may be problems if you need to see your new GP urgently.



After you register at your new surgery of choice, we are notified and will send all your records safely to your new GP.

LATE NIGHT SURGERY:

We currently offer 'Extended Hours' appointments with a GP and Nurse between 6.30pm-8pm on a Tuesday evening. Please can we remind you that this is only for Pre-booked appointments only and not for collection of prescriptions or registrations. We are open to requests during our normal opening hours of 8am-6.30pm.

HRT Update:

We are aware that there is a national problem with the manufacture of HRT medication and we recognise that this is problematic to many patients who use it. We are trying to print your prescription for collection within the surgery as we unfortunately have no idea who has a supply of your medication. We therefore are asking if you are on HRT medication you contact an independent pharmacy to find out if they have your item/s in stock.

Zero Tolerance:

The reception team do their utmost to provide all our patients with access to the healthcare they require, within an appropriate time scale. As your first point of contact with the practice, the reception team have a skilled and vital role to carry out, working closely with the doctors and other healthcare professionals.



Our Practice is coping with never-ending demands with up to 60-80 new patients registering every month. Unfortunately, we are still getting some patients who do behave in a threatening and abusive manner towards our reception staff and this is beyond unacceptable.

TIPS DATES:

The surgery will be closed for staff training on the following days between 12noon and 5pm:

Thursday 24th October

Thursday 28th November

Wednesday 25th March 2020

Website: As reception still continues to be so busy, we would like to remind you of our interactive website which went live at the end of last year.



The website has been designed to help patients find information they need faster and easily, which can save you phoning or coming into reception. You can use this for queries on referrals, sick notes or if you need some general non-medical advice. Statistics are showing us that you are enjoying the convenience of the service, which you can access at any time.

(Please be aware that all queries may take up to 2 working days for a response. If you need urgent medical advice quickly please do call reception.)

Stoptober is a Public Health England campaign that challenges smokers to give up cigarettes for 28 days during the month of October.

Are you desperate to quit smoking? If so, please book an appointment with our 'Stop Smoking' clinician, Sheila, who will help you and support your journey in quitting smoking.

Sheila has been a qualified practitioner for many years who holds clinics here at the surgery. She has an excellent success rate as she will always put her time and effort in with each patient to make sure they hit their goals.



You don't even need to be registered here, so if you, or someone you know, may want to stop smoking today please ask at reception to book an appointment now.

Charity Update:

We have been raising money for two charities for quite a while now. There are 'My Cancer My Choices' (money raised by second hand book sale and monthly walks with PPG group) and DASH charity (money raised by handmade cards).

We are delighted to say that we have now raised **£1800** for My Cancer My Choices, and **£450** for DASH charity. As always, we cannot do this without you so we thank you for your ongoing support.

Travel Clinic:

We have had to reduce our travel vaccination clinic to one afternoon a week (Tuesdays). Unfortunately due to this we are currently unable to offer appointments for patients who are travelling before April 2020. Therefore if you need immunisations before

you travel, please go to <https://www.masta-travel-health.com/> to check what you need and to book your travel clinic appointment through their website.

Flu Clinics: It is that time of year where we have now held our walk-in Flu clinics for those who are eligible. Flu vaccinations are available every year on the NHS to help protect adults and children 'at risk' of flu and its complications. If you feel you are in one of the 'At Risk' Groups and would like a Flu jab, please see reception.

The criteria for the Flu Vaccination are:

- Age 65 years and older
- Pregnant patients
- A carer
- Have long term medical conditions:
 - Diabetes
 - Asthma
 - COPD
 - Chronic Heart, Kidney or Liver Disease
 - Chronic Neurological Conditions
 - Problems with your spleen
 - Weakened immunity

There is also lots useful information on our website about flu and how to manage it.

Patient Access:

As well as using our interactive website to communicate with the surgery you can also register online at Patient Access to be able to book appointments, request repeat prescriptions, see immunisation history and much more.

Most of our patients have already taken advantage of this facility which allows them access to their coded medical records.

Don't have a Patient Access account?

Register now

Once you have registered online or through our website please bring proof of ID to reception and sign our terms and conditions

for your account to be linked and activated at the surgery. Please bring this in within **2 weeks** of initial registration for completion.

PPG: What is The Patient Participation Group?

The Purpose of the PPG is to ensure that patients and carers are involved in decisions about the range, shape and quality of services provided by the practice. We are a group of active volunteer patients who work in partnership with the Practice staff and the GPs, and we feel this is essential to achieve high quality and responsive care.

Our group was formed in January 2010 and meets, together with a member of the practice, at regular intervals.

We work in Partnership with the practice to:

- Provide the patients' perspective to ensure that services, plans and activities respond to their needs and priorities – a 'critical friend'
- Foster communications with the wider patient population and building stronger Patient/Doctor relationships
- Provide practical support to practice teams e.g. conducting and analysing patient survey, attending flu clinics and organising health awareness events etc.
- Help other patients take more responsibility for their health and make informed decisions

Please contact me if there is anything you would like to discuss, or feel we should be aware of.

Andy Wells-King

Chair of PPG – 01252 874298

We hope you have found this newsletter helpful and informative.

NWR Surgery 😊