



## **People News**

Dr Lynwen Phillips is leaving the Practice at the end of September. She will be working at a surgery nearer to her home address. In the short time she has been with us she has been an inspiration at every level. She has initiated many improvements in the way we work, particularly within one of her specialist interests – the care of diabetic patients. Her enthusiasm and support has been appreciated by all doctors and staff and we wish her the very best for the future.

We are very pleased to tell you that we have a new partner starting on 10 September. Dr Charlotte Watson will be working 2 days a week. Dr Watson is joining us from outside the local area.

### **Other changes....**

We have sadly had to say goodbye to Dr Rebecca Maynard who left us last month. Dr Bilal Amin has retired but not completely; he is working as a locum two days a week and performing joint injections one morning a week.

Dr Harriet Walford will be further reducing her hours to one and a half days a week – she is very much looking forward to returning to Art College to advance her jewellery design and making skills. Dawn, one of our Dispensary managers who had been with us for many years, had to leave us due to family commitments. We are hopeful that she will re-join us in the future and we wish her well.

We now have a new Advanced Nurse Practitioner (ANP) – Ally Smith who is helping with the Duty Doctor List. She will be joined in September by another Advanced Nurse Practitioner – Zoe Willgoss. They are both very experienced nurses who have worked in the A & E department at Basingstoke Hospital. Some other good news is that Dr Katherine Moir is returning in September following maternity leave; she had a beautiful baby boy.

Other new welcome additions are Suzanne and Gwen who have joined the Reception Team; the Endoscopy department has two new relief nurses – Melanie and Amanda and we shall shortly be joined by Maria, also a nurse, who will specialise particularly in the care of the elderly frail. Helen and Annabel have joined the Dispensary team. It's been a busy summer!



## Online Access to Medical Records

Due to some processing difficulties we have suspended access to documents and letters. Please accept our apologies for any inconvenience this may cause. You will still be able to see your results and other coded information.

There was an upgrade to the Patient Access website at the end of May which caused a lot of problems for patients. If you are having difficulty signing in to the new look website please let us know and we will do all we can to help.

## Flu Vaccinations



Flu Clinics will commence in mid-September and we will be taking bookings soon. Who should get the flu vaccine?

The flu vaccination is routinely given to

- children aged 2 and 3 – we shall be sending out invitations
- children in reception class and school years 1,2,3,4 and 5 – schools will be running their own programmes. We regret we cannot immunise children in this category

At risk categories

- children aged 6m to 17 years in a high risk group due to medical conditions – if not covered by school programme we can immunise
- those under 65 with a long term health conditions such as diabetes or heart disease for example. Pregnant women and carers are also eligible.
- those aged 65 and over during the immunisation season (born on or before 31 March 1954)

We do not routinely send invitations to the above group

To check your eligibility visit [nhs uk](https://www.nhs.uk)

## **Advanced Nurse Practitioners – what is their role in a GP Surgery?**

Advanced Nurse Practitioners are registered nurses who have had additional training and qualifications. They are able to examine, assess and make diagnoses. They can treat and prescribe and make referrals if necessary. They work closely with, and are supported by, the doctors in the practice. We are looking forward to developing our ANP's role to a level where they will be able to relieve some of the pressure of the increasing demands on general practice.

## **Improved Access – working with local surgeries**

To enable us to meet the government targets of offering patients additional appointments outside of normal surgery hours, we shall be collaborating with The Oakley and Overton Partnership and The Kingsclere Medical Practice. We have a few technical issues to sort out but soon you will have the option to see a doctor at Tadley, Kingsclere, Oakley or Overton. Between us, the three practices are offering additional appointments between 6.30 and 8.30 Monday to Friday and every other Saturday morning 8.30 until 12.

## **Medication Reviews**



Please remember make your appointment for your medication review in good time. Regretfully we cannot offer as many “book ahead” appointments as we would like. As a result it is difficult for us to offer appointments at short notice.

## **PPG Committee News**

The Patient Participation Committee is a volunteer group of patients of the Holmwood and Morland surgeries, who meet regularly with representatives of the Practice.

### **Our biggest Open Meeting yet**

On the evening of July 4th we hosted our second annual PPG Open Meeting, to which all patients of the Practice were invited. On the night over 50 attended, straining the capacity of the Holmwood Health Centre waiting room, with extra chairs being brought in from every corner of the building to accommodate everyone. We were very grateful that several members of the Practice attended too, including Senior Partner, Dr Vivienne Adler.

Most of the evening was devoted to hearing questions and feedback from attendees, which led to some worthwhile and lively discussions. Before this, Dr Adler had spoken about the Practice's commitment to providing the best service they can, and the challenges they face with recruitment, limited resources, etc.. Despite the many issues such as availability of appointments, parking, etc., the overall tone of the meeting was very positive – ending with a spontaneous and well-deserved round of applause for the Practice and the effort they go to on our behalf.

### **All change!**

In June our Chair for the last few years, Paul Woodgate, stepped down, as did another committee member, Chris Backwith. However, after the Open Meeting five new volunteers came forward, bringing new ideas and skills to the committee, and we elected a new Chair and Vice Chair: Claire Chambers and Graham Wright. The result is a new and re-energised PPG committee, who have already started work on several new projects, for example concerning the prompts on the new telephone system, parking and a patient information leaflet.

### **Parking**

One of these new initiatives concerns parking at the two surgeries. From September 10<sup>th</sup> PPG committee members will be logging car park usage, and canvassing opinions from patients. So, if you have any thoughts on how improve the parking arrangements, please let us have your ideas.

### **Keep in touch**

The PPG is here to represent all patients, so we need to hear from you with your general concerns and ideas, although individual issues should as always be taken up directly with the Practice. The easiest way to contact us is via this e-mail address ([ppg4tadley@gmail.com](mailto:ppg4tadley@gmail.com)) – we can call you back if you'd prefer to talk on the phone.