



Tadley Medical Partnership

Summer Newsletter



People News

We are very pleased to welcome Dr Gemma Ambrose who joined us on 7 August. She will be working Monday to Friday and at both surgeries.

Dr Ambrose previously worked at a surgery in Winchester.

Another new face is Emily who has joined our reception team and works at both surgeries.

Our Reception Manager, Linda, has retired after 32 years with the Practice. She has very kindly offered to make herself available for holiday and sickness cover so we will continue to benefit from her excellent skills and experience.

Dr Moir will be taking maternity leave from 11 August.

Stay Sun Safe

Spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October

Make sure you:

- Spend some time in the shade between 11am and 3pm
- Make sure you never burn
- Cover up with suitable clothing and sunglasses
- Take extra care with children
- Use at least factor 15 sunscreen



How to deal with sunburn

Sponge sore skin with cool water, then apply soothing aftersun or calamine lotion.

Painkillers, such as paracetamol or ibuprofen, will ease the pain by helping to reduce inflammation caused by sunburn.

Seek medical help if you feel unwell or the skin swells badly or blisters. Stay out of the sun until all signs of redness have gone.



Changes to our Diabetic appointment system

We currently have just over 1000 patients with diabetes who all need regular blood tests, appointments with the Diabetes Nurses and in some cases additional appointments with a doctor.

To meet this challenge and to ensure that our diabetic patients get the care and treatment they need we have made some changes. In future our diabetic patients will have a preliminary appointment with a fully trained Health Care Assistant who will take a blood sample, carry out a diabetic foot check, record blood pressure, weight and smoking status. At least 2 weeks later there will then be an appointment with one of our Diabetes Nurses who will review the results of any blood tests and offer expert advice. If necessary the patient may have a further appointment with their doctor.

If you are a diabetic patient and have your blood taken at hospital you will still need to see the Health Care Assistant for all your basic checks.

The Diabetic Appointment letters will have a full explanation of the changes.

Childhood Immunisations

Whilst we have almost 100% take up rate for baby and toddler immunisations we are noticing that some parents are not bringing in their children for their pre-school boosters which are given from 3 years and 4 months. The pre-school boosters provide protection from diptheria, tetanus, whooping cough and polio and measles, mumps and rubella.

The Baby and Child Immunisation Clinic runs every Tuesday afternoon between 1.30 and 3.00, no appointment is necessary so please bring your child as soon as you receive your invitation from the Health Authority.

Further information about childhood immunisations is available from the NHS Choices website

<http://www.nhs.uk/Conditions/Vaccinations/Pages/Childhood-vaccination-schedule.aspx>

The Appointments System

You may have been frustrated trying to get an appointment in the last few months and we thank you for your patience.

In order to cope with a significant increase in demand for appointments over the last 18 months the Practice has tried a new triage system. Any request for an urgent or on the day appointment is triaged by the duty doctor. Because the wait for a routine appointment is around 3 weeks we are experiencing more urgent requests as patients cannot always wait that long. We now receive up to 160 urgent requests daily which means we have had to allocate extra doctors to triage these calls. As a result we have fewer routine appointments to offer and the wait increases.

I can assure you we are trying our best. We will always see patients when clinically indicated and we remain one of the most accessible and available Practices locally.

All of the staff, doctors, nurses, dispensers, medical secretaries, receptionists, phlebotomists and the managers are doing their best to help you. Please be kind to them and that way you will get the best from us all.

We are currently reviewing the system and an alternative will be in place before the Winter pressures begin.

One thing is certain - the current situation is unsustainable for the Doctors and staff and very frustrating for the patients.

Dr David Newman

Getting through to the surgeries

We know how frustrating it is to wait a long time for your call to be answered. The early mornings are particularly busy so if your enquiry is **not** urgent we would ask you to telephone **after 10am**. You stand a better chance of getting through to us more promptly if you leave it until later.

We answer every call as quickly as possible but please note:

For sickness certificates and non-urgent secretarial queries please call after 10.00.

For test results please call after 2.00.

Choose Well campaign A quick guide to the best place to find help if you are unwell

	Grazed knee. Sore throat. Cough. Stock your medicine cabinet.	Self-care
	Unwell? Unsure? GP surgery closed? Need help?	NHS 111
	Diarrhoea. Runny nose. Painful cough. Headache.	Pharmacy
	Vomiting. Ear pain. Stomach ache. Back ache.	GP surgery
	Choking. Chest pain. Blacking out. Blood loss.	A&E or 999 Emergencies only

PPG News

A year and a half have passed since our last PPG newsletter, so it's time for an update but, following feedback from the recent PPG Open Meeting, this time we're combining it with the Practice Newsletter.

In case you're wondering what the PPG is...

It stands for **Patient Participation Group**, and it's made up of patients of Holmwood and Morland Surgeries who have volunteered to work with the practice to help them tailor the services to best meet the needs and preferences of patients in all their diversity.

The PPG is run by a committee, who meet regularly with representatives of the practice to discuss their ideas and suggestions and also to hear and understand some of the challenges and new initiatives coming from the practice.

PPG patient survey 2016

Following the first survey in July 2014, we conducted a follow-up survey the end of 2016. We were pleased to find a mostly high level of patient satisfaction with the service provided by the practice, but some useful ideas and suggestions did emerge from the comments provided.

We wrote a summary of the findings in January, which we have placed in the PPG area on the Tadley Medical website. If you don't have Internet access and would like to read the report, please ask at Reception, who will be happy to print a copy for you.

Introducing a new committee member

My name is Chris Backwith and I have lived in Tadley now for some 16 years, the last 4 of which I have been retired. During this time I have always used the Tadley Medical Partnership, mainly at Holmwood Heath Centre.

I recently became the latest recruit to the Patient Participation Group or PPG as a committee member after volunteering my services to help where I could

Clearly there is a role for a group to support, assist and communicate between both Patients and the Practice; not for medical matters as that is for Medical Professionals to deal with. Nevertheless, such things as a Patient Satisfaction Survey can provide very useful Patient feedback to the Practice without the burden of them spending a lot of time on administration. It is also a good forum for disseminating information about what is going on the NHS both in our region and in the country as a whole. At this time of change and restructure this is essential.

During the years I have been a patient here it is easy to notice the growing demands on the Practice both in terms of the number of Patients they treat and also in the increasing range of health related services that they are called on to provide. This continuing growth makes their time and expertise even more valuable. The role of the Practice/Patient link has an ever increasing importance.

Whilst the last survey tells us that the Patient Experience is already very good. I hope the PPG, me included, can make it even better.

Magazines: a request to you

In 2016 the PPG received complaints that the magazines in the waiting rooms at Holmwood and Morland were out of date and damaged so two members of the PPG Committee – Hazel and Val - agreed to be responsible for sorting them once a month.

If you have any appropriate magazines that are less than three months old we would be grateful for them. Children's ones would be particularly appreciated. Please hand them in to a Receptionist at either surgery and we will collect them and recycle the out of date or damaged ones.

Community Liaison Lunch

In October 2016 committee member Graham Wright spoke on behalf of the PPG at the Tadley Citizens Advice Community Liaison lunch. This annual event (sponsored this time by Loddon Lions) enables local volunteer groups to give a 5 minute presentation on their aims, current activities and the goals of the group. There were over 70 attendees including civic leaders, and presentations from 21 organisations.

In the 5 minute presentation Graham briefly presented the Terms of reference for the PPG, and expanded to outline the aims of the PPG, our current work and the key achievements of the PPG since it was formed. He also noted the need for additional representation in the PPG committee for younger people to provide a better balance of demographics in the group.

The presentation was well received by the attendees, and although it has not produced any further potential members for the committee it clearly raised awareness of the PPG in the community.

PPG Open Meeting – June 2017

This year, rather than hold a traditional AGM meeting – which in the past have been poorly attended, we decided to promote it as a “PPG Open Meeting” to which any and all patients of the Practice were invited to attend and share their thoughts and ideas.

The event took place in the evening on June 14th, and proved very popular – almost filling the waiting room at Holmwood Health Centre. Members of the PPG committee outlined some their activities and achievements over the last year and invited input from attendees on any topics. A lively discussion took place, from which some useful ideas and feedback emerged. Our feeling is that this new style for the “AGM” was a success and we hope to repeat it.

How to contact the PPG

Our role is to do our best to represent all patients of the practice but of course we can't talk to everyone personally. So, we'd like to hear from you on any general matters about the way the practice operates. We can't get involved in specific complaints or individual patient issues, which should be taken up with the practice directly.

Any patient of the practice can join the PPG. If you're interested, just contact us or the practice. The best way to contact us is by e-mail to ppg4tadley@gmail.com. A committee member can call you back if you'd prefer to talk on the phone.

