



Tadley Medical Partnership - Winter Newsletter 2018

People News

We have recently welcomed Frailty Nurse Maria to the team who is working with us on a new pilot project aimed at helping frail and vulnerable patients to remain in their own homes and avoid being admitted to hospital unnecessarily. The project is being run jointly by Tadley Medical Partnership and Watership Down Health (comprising Overton, Oakley and Kingsclere surgeries). Maria also visits patients registered at Clift Surgery (Bramley). Maria is assisted by Gemma who helps co-ordinate the visits to patients and follow-ups.

We also have 2 trainee doctors starting this month Dr Michael Quicke is a qualified doctor and beginning his year long GP training. Dr Patrick O'Hagan will be with us for 4 months whilst he completes his GP rotation as part of his general medical training.

We said goodbye earlier in December to Dr Divya Rajakumar who is now embarking on her next set of training at Basingstoke hospital. She spent 4 months with us under the supervision of Dr Chander. We wish her all the very best in her medical career.

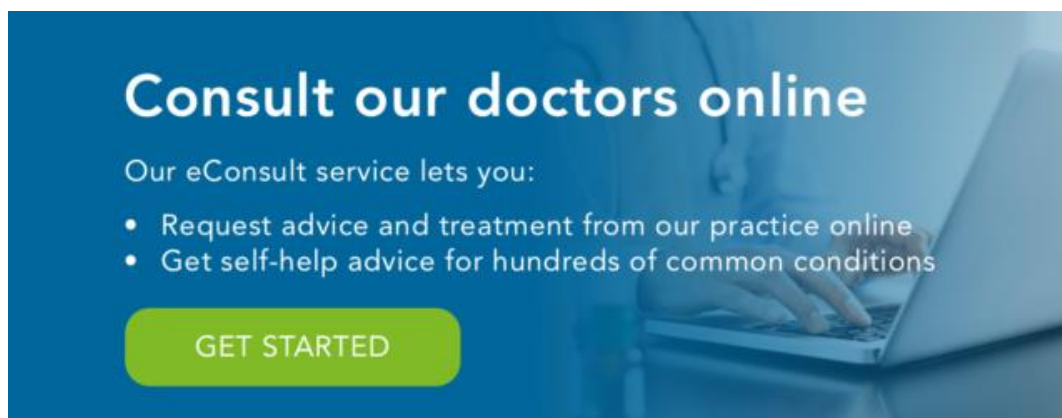
Dr Jayne Harris will be leaving us in January. She has not been with us very long but we shall miss her greatly.

Christmas Opening Hours

Holmwood Health Centre will be open as usual apart from Christmas Day, Boxing Day and New Year's Day. Morland Surgery will close at 1pm on Christmas Eve and will be closed on Christmas Day, Boxing Day and New Year's Day. These hours apply to both Dispensaries.

It would be very helpful if you make sure you get your repeat prescription requests in earlier than usual at this busy time. Please don't leave it until the last minute. Remember to allow **2 working** days before you collect your medicines from Dispensary and **4** if you use the Pharmacy.

A new way to consult with a GP or make non clinical requests



If you have visited our website tadleymedical.co.uk recently you will see this image on the home page.

eConsult enables you to get help and advice about many common conditions so you can treat yourself. You can also send a request to a doctor for help and treatment or you can make an administrative request such as asking for further Fit (sick) notes or other queries.

We will get back to you by 6.30 the next working day with a response. If necessary you will be contacted and asked to come in and see a doctor.

We know the telephones are always very busy so for non urgent requests you might want to try eConsult.

Local Pharmacy Bank Holiday Opening Times

Christmas Day : these may be subject to alteration so please telephone first

10.00-12.00 SR Pharmacy, 4 Kings Furlong Centre, Winchester Road, Basingstoke RG21 8YT 01256 460390

14.30 – 16.30 Fastfare Pharmacy, Unit 3, Abbey Road, Popley, Basingstoke RG24 9ES 01256 357637

Boxing Day and New Year's Day:

10.00-16.00 Lloyds Pharmacy at Sainsburys Tadley 0118 9061111

09.00 – 18.00 Boots the Chemist, Chineham District Centre 01256 471414

Both Morland and Holmwood Pharmacies (McParland) will be open as usual on Christmas Eve and New Year's Eve



PPG (Patient Participation Group) Update

The Patient Participation Group committee has recently established a number of sub-committees to look into some aspects of the practice which are potentially affecting patients.

Telephone System– there have been some issues with the effectiveness of the telephone system from a patient standpoint. We are looking into the routing of calls using the various options offered on the system to ensure that the right team at the practice is reached, and also to look into the time taken before a call is answered by a person. Whilst the evaluation is ongoing, a number of recommendations have been put forward by the sub-committee which they believe will improve the situation and the practice has been very open to looking into these recommendations.

Parking – we have been studying the use of the car park, considering how full it becomes at certain times of the day, the reason the car user is visiting the practice and the use of car parking spaces. The results are being analysed now to determine how the car parking space can be better utilised and made more patient friendly.

Patient booklet – we are working on the preparation of a handbook for patients to help them get the maximum benefit from all the services the practice has to offer. It is intended that the changes the practice is currently making will be incorporated into the handbook to ensure that it is relevant to the practice situation.

Appointments – a team was formed to look into the issues of getting appointments. The result from their work was no different to the understanding that the practice has of the issue, and since a number of changes are already taking place on the initiative of the practice it was decided to suspend the activity of the sub-committee until the changes made by the practice have fully come into effect.

Christmas Jumper Days

On 18th and 19th of December we shall be raising money for HeartStart. HeartStart is an initiative by the British Heart Foundation to teach emergency life saving skills to the public.

We shall be wearing ridiculous jumpers and holding a raffle and a bake sale.



Self-Care this Winter – When will I feel better?

This is the season for coughs, colds and sore throats. They make us feel miserable and seem to last forever but in most cases they can be treated with over the counter medicine and advice from your pharmacist. If you are in doubt whether to consult a doctor you might find this [section](#) of our website useful.

If you are reading a paper version of this newsletter you can find the “When will I get better?” leaflet about coughs and colds at both surgeries.



The Doctors and Staff would like to wish you and your families a very Happy Christmas and all good things for 2019.

