



## Tadley Medical Partnership Newsletter January 2023

**As always, if you have a friend or neighbour who cannot access this newsletter online (or collect one from surgery) please pass this on**

We are facing the challenge of meeting an ever-increasing demand with limited resources. 111, Out of Hours services and A&E are struggling to cope, and we have had to free up appointments for those with the most urgent need. We have been working towards offering more pre-bookable routine appointments, but this plan is on hold until the situation improves.

Despite all this we are managing to offer more consultations than ever before.

On Monday 5 December 547 patients had a consultation. 453 of those were with GPs and the rest were with Nurses, Pharmacists, Mental Health Worker, Social Prescribers and Physios. 33% of all appointments were face to face.

In October there were 10,890 patient consultations - 7445 of which were with a Doctor.

### **Strep A**

The [Healthier Together website](#) has lots of advice and very clear information about what to look out for when your child is unwell. Our doctors and Nurse Practitioners are here for you if you still have concerns but if your child is showing the severe symptoms described on the website – breathlessness, blue lips, and a rash that does not disappear with pressure please go to A&E.

### **New Team Members**

We have welcomed 2 new associate GPs – Dr Jennifer Stobbart and Dr Nana Adjei. Dr Adjei was a trainee with us a few years ago. It's lovely to have her back.

Our Proactive Care Nurse is now Susan Eaves who was previously working for the Community Nursing Team and will be known to many of our frailer and housebound patients.

We also have 2 additions to our Reception Team – Helen and Trudie.

### **Telephone System**

We will have a new telephone system in early 2023. It will offer some new features such as letting you know where you are in the queue. We sincerely hope that you see some improvements but the number of calls we can answer depends on the number of staff we have available at the time.

To put this into perspective, on an average Monday we receive around 350 calls in the **first hour** of opening. We think the record was reached on 12 December when it was as high as 637 – no doubt due to the concerns regarding Strep A and the fact that 111 and Out of Hours are currently severely stretched. The average **daily** incoming call total is still around 650.

As ever we ask:

- Before you request a GP appointment for a minor illness such as a sore throat, earache or diarrhoea please try something from a pharmacy. Most of these illnesses are short lived and do

not require GP intervention. **We are not suggesting you ignore red flag symptoms such as chest pain, bleeding, paralysis, or difficulty swallowing.**

- We have lots of self-help and self-referral options available on our website which you can use to receive diagnosis, treatment and or advice. Options such as urgent eye care, muscle, joint and back problems, hearing loss and ear wax management, counselling, and mental health support. Please use them. We also have various medical review forms. These have questions that help the doctor process your request and we would appreciate you taking the time to complete them correctly.
- If you have a query or want to chase up a hospital outpatient appointment you need to contact the hospital. We don't have any quicker telephone access to hospitals than you.
- Be realistic with your expectations. Before Covid there was an average 10-14 day wait for a routine GP appointment. Normally, patients are offered a routine telephone appointment with doctor within 2 or 3 days. We deal with all clinically urgent requests on the day.

### **Training Practice**

We are a training practice and supervise a varying range of trainee doctors and GPs.

Some are fully qualified doctors who spend a year with us before they go into General Practice, others are trainee doctors who are doing their rotation in General Practice. All doctors are expected to gain experience in various healthcare roles before they can qualify and work in the specialty of their choice.

In 2022 we have helped train 15 doctors - 4 planning on a career in General Practice.

### **Prescriptions, Dispensary and Pharmacy updates**

#### **Holmwood Dispensary**

With effect from 10 January 2023 the new opening hours will be:

Monday 09:00 - 13:00 14:00 - 17:00

Tuesday 09:00 - 13:00 14:00 - 17:00

Wednesday 09:00 - 13:00

Thursday 09:00 - 13:00 14:00 - 17:00

Friday 09:00 - 13:00 14:00 - 17:00

Please note that Dispensing patients should leave 2 whole working days between ordering and collecting prescriptions and patients who use the McParlands Pharmacies, based at Holmwood Health Centre and Morland Surgery, are asked to leave 4 whole working days.

#### **Lloyds Pharmacy in Sainsbury's Tadley**

They are closing on **8 February 2023** so if they are the pharmacy you have nominated to collect your prescriptions from, you will need to choose an alternative. It would make sense to do this as soon as possible to prevent any delays when you need to collect your repeat or acute prescriptions in future.

To nominate another pharmacy you can either contact the pharmacy you wish to use in future or we can help you do this. If you need to find a local pharmacy or one that is open for emergency prescriptions, please follow this link [Find a Pharmacy](#)

If you do not do this by 8 February your nomination with Lloyds Tadley will be removed automatically.

### **Prescription queries at a Pharmacy**

It is very helpful for Pharmacies if you have your NHS number available when you have a query about your prescription. Your NHS number is printed on your repeat prescription ordering form, via the NHS App or you can check it online by visiting [Find my NHS number](#).

### **Contacting us online**

Offering online consultations via providers such as eConsult and accuRx was seen as a way of reducing the demand on the telephone system and allowing clinicians and administrators to handle requests more efficiently. It has proved popular with patients but unfortunately has become a victim of its own success. We are often inundated with requests, and we simply do not have the resources to respond in a timely manner. Regretfully this means we can only deal with administration queries.

### **Patient Participation Group (PPG)**

We would like to know how we can improve our service to you and how you perceive our surgery and staff.

We have a focus group known as the **PPG (Patient Participation Group)** to let you have your say about local health services. We will ask the members of this representative group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received. Some of the surveys will be about other health services in our area.

The Practice or the Committee will contact you via email and keep our surveys succinct so it shouldn't take too much of your time.

If you have concerns or questions you want to raise with the Practice, you can do so via the PPG committee, who meet regularly with the practice and act as an effective two-way communication channel.

We welcome new members from as broad a spectrum as possible to get a truly representative sample of the Practice's patient base - especially younger people and from all ethnic groups. Contact the committee either care of Holmwood Health Centre or by email [ppg4tadley@gmail.com](mailto:ppg4tadley@gmail.com). If you would like to join the PPG you can do so via our website [tadleymedical.co.uk](http://tadleymedical.co.uk)

### **We are now on Facebook**

[Follow us](#)

### **Flu and Covid Vaccinations**

We still have flu vaccinations available at the surgeries so please contact us if you haven't got round to it yet. The Health Hub at Festival Place continue to offer walk in Covid vaccinations 9 until 5 Monday to Saturday. For current opening hours visit their [website](#).

### **Masks/Face Coverings**

If you have an appointment with a clinician, please bring your own face covering if you can.

**Thank you for your support and kindness during these challenging times. We wish you and your family a very happy new year.**