

## SURGERY NEWS

### **Greetings from the practice.**

We are now, at time of writing, about halfway through delivering Seasonal Flu and COVID-19 booster jabs in-house, having taken over from the Farnham Vaccination Centre that we have used since COVID began. In total we have about 3000 vaccinations to deliver, and myself and my team of Doctors, Nurses and Administrators are doing this by opening on four Saturdays, extra in-week clinics and extra visits to our care homes and housebound patients. There is always good camaraderie on these days, even when they are really busy. We were thrown a curveball, of course, with the lane being closed for emergency gas works! Thank you to the Hampshire Arms for use of their car park for the flu clinics in September.

### **Updated website.**

Our website has a new look and feel, which should be easier to navigate, looks better on a mobile phone, and is the same format as used by our network practices in Fleet – Richmond Surgery and Hart Health Partnership. We hope that you like it and we will be posting regular updates, latest information and NHS Campaign toolkits in the News sections, as well as on our Facebook page.

### **NHS App changes.**

If you use the NHS App, you can now receive appointment reminders and messages from the practice directly in the App instead of via text messages. Just allow the App to send you notifications, and they will automatically switch to come through in this way. We have a nominated person to help you get started - ask for Anna in Admin and she will arrange for you to come in with your phone or device and get you set up – then you can view test results, check on upcoming appointments and book appointments online here.

### **Friends and Family survey feedback – survey September 2023.**

Very good, or Good – 98% of patients rated our services very highly and would recommend them to a friend or family member.

The feedback comments are always shared with the team, and the positive comments really do make a difference to morale within the practice, so thank you everyone.

### **Appointments -**

There are a range of healthcare professionals in the practice – an orthopaedic specialist, a mental health support worker, a paramedic practitioner and others, and all of these can be directly booked into online. We will offer you appointments with the most appropriate person, which may be one of these, or a GP or a nurse, in the quickest possible time frame for your individual problem.

All ‘On the day’ GP appointments are telephoned first to take a history and decisions made on what to do next – you might just need a prescription and not a journey in to the practice at this stage. Face-to-face GP appointments will be arranged with you the telephone consultation stage. This is the process, and please respect that the call handlers cannot do things differently, however, you will not have to wait twice – all patients who need to be examined after a call will be seen on the same day if that is needed, or on any other day that suits the patient.

### **INSIDE THE PRACTICE –**

We welcome back Dr Elizabeth Pryde who returns from maternity leave this month (November). We have also been in the process of recruiting another GP Partner to future-proof the practice. This has not been an easy task, as there is a national shortage of GPs and GP Partners are hard to find, but we have now recruited and will announce details soon.

We have taken on new reception and admin staff who are in the process of being trained. They will need extra help from other staff while they learn the ropes – and there is a lot to learn. Thank you for being patient with us.

Many thanks.

Best wishes, Victoria Hawkins, Practice Manager.