

Drs Marshall & Sharples Spring Newsletter

Dear All,

as I look out my consult room window and see the lambs playing in the field, I am reminded it must be time for the Spring Newsletter. I hope you are all looking forward to longer days and the colours returning to our beautiful countryside. Spring is a very busy time for the practice with the GP year end occurring and all the mandatory forms and surveys and patient data to be completed in order to meet our set targets. As always, we are striving to continue to provide the greatest level of care we can in this uncertain time for the country and the impact that has on our governing bodies and the delivery of care to you the patient. As ever, the staff continue to go above and beyond to try and meet the highest standards of care and compassion and we hope this is reflected in the services you receive. May I take this opportunity to wish you all a happy Easter.

Dr Sharples



Practice Staff news

We are very sad to see two of our staff leave, Kim Yarnold the Practice Manager, and Linda Jackson the Practice Nurse.

Linda is planning to 'wind down' and ease herself into retirement so has moved practice to allow her to work less hours and start to spend a bit more well deserved time at home. We thank Linda for the many many years of excellent nursing she has provided the practice and wish her all the best for her future.

Kim will be joining another practice in Oxfordshire to continue working as a Practice Manager but to allow her to work closer to home and not spend as many hours in the car. It's been a very difficult decision for her to leave but we understand the challenges with commuting. Kim's contribution to the practice and the huge improvements and systems and policies she has put in place are immeasurable. She has been a real asset to the practice and driven us all forward in our goal to serve the community. We are sure she will succeed just as well in her new practice and wish her every success and hope her new patients are as nice as those she is leaving behind!

With the sad news of staff leaving we also have the exciting news of new members joining. We are very lucky to have recruited a new Practice Nurse in Jo Featherstone, who has great experience and will be working across both sites covering chronic diseases and bringing nursing care to you all. Jo officially started at the end of March but has been so eager you may already have met her whilst doing one of her many locum shifts prior to an official start date!

We are also pleased to have appointed Lisa Yates as a new Practice Manager. Lisa is relocating from Warrington where she managed a practice for seven years, so has a wealth of experience and is keen to immerse herself into the practice and continue to provide an excellent service. Lisa will be starting in May and I'm sure you will all welcome her into the practice and the community.



Extended Hours

Patients across South Warwickshire will be able to book additional evening and weekend appointments at convenient locations with the opening of four new hubs. The expansion follows the popular take-up of extended access appointments with GPs, nurses and pharmacists at GP Hubs in Stratford-upon-Avon and Leamington Spa. New hubs at Castle Medical Centre in Kenilworth and Southam Surgery in Southam opened on 4 February 2019. A further two hubs opened at Hastings House in Wellesbourne and Alcester Primary Care Centre in March, bringing the total number of hubs up to six.

Regardless of which South Warwickshire GP practice a patient belongs to, you will be able to access services at all six hubs. Patients can book a face-to-face or telephone appointment at their preferred hub by calling the surgery. Clinicians will have access to patient records, so that the patient's full medical history is known, and records can be updated regardless of when or where patients are seen (subject to patient consent). Our closest hub is Southam which is open Monday, Wednesday and Friday 18:30-21:00 and Saturday morning 9:00-12:00.

Please do ask at reception if this is something that would be of benefit to you.

Brexit

With the ongoing nature of Brexit (at the time of writing) contingency plans have been put in place by the NHS working with the Department of Health. We have been told there is no requirement to stockpile medications and all practices have been provided with plans should complications arise as a result of Brexit. Our wholesalers however, who supply medication to us have been asked to stockpile.

**THE GOVERNMENT INCREASE IN NHS PRESCRIPTION
RISES TO £9.00 FROM APRIL 1ST 2019**

**IN JANUARY AND FEBRUARY 107
PATIENTS DID NOT ARRIVE FOR THEIR
APPOINTMENTS**

**GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?**

CANCEL IT!

Our Patient Group

The Patient Participation Group (PPG) meets regularly and would like to use this platform to highlight missed appointments and the impact on others trying to see a clinician when appointments are missed and hence wasted. If you don't need an appointment, please contact the surgery – even if the slot can't be filled by somebody else needing an appointment the staff can utilise the time in other ways. The practice strives to provide an extremely short waiting time (many practices can be over 3 weeks to get an appointment) and by attending or cancelling your appointments we can continue to provide this.

You can also read the PPG meeting minutes on the website and if you are interesting in joining, please contact the surgery.

NHS HEALTH CHECKS FOR 40+

Have you had your Free NHS Health Check in the last 5 years? As we get older, we have a higher risk of developing conditions like high blood pressure, heart disease or type 2 diabetes. Your free NHS Health Check can spot early signs and help prevent these happening to you, which means you'll be more likely to enjoy life for longer. This 20 minute appointment is the best way to check your overall health and give you tips about improving your lifestyle and well being. Please book in with reception.

The Health Visitor and Midwifery Services

Resources and services are being taken away from the practice every year and becoming centralised at local hubs. The Health Visitor comes to the surgery every third Tuesday of the month. Sadly, attendance has been very low. If patients don't start utilising this service it will be moved to Southam.

The midwives were removed from practices throughout Warwickshire last month and patients now have to attend antenatal clinics at Lighthorne Heath, Shipston, Southam or Lower Quinton.

Patients can have online access to:

- ❖ Booking appointments
- ❖ Ordering prescriptions
- ❖ Just ask at Reception



DISPENSARY NEWS

We have just completed an audit on uncollected medication and whilst the results were not too bad, we still have quite a few patients ordering medication and then not coming in to collect. This is obviously very time consuming for everyone involved and takes up valuable space on our shelves.

PLEASE, PLEASE can everyone only order what they need and ensure they collect within 2 weeks

Do you have a disability, impairment or sensory loss?

If so and you and require communication or information support needs, please let the surgery know by contacting Reception





Easter Bank Holiday

Please note we will be closed on the following dates:-

Friday 19th April and Monday 22nd April

If you have a life threatening emergency please dial 999

If you require medical assistance when we are closed please dial 111



Thank you

The surgery would like to thank the Friends of Fenny Compton and Shenington (FOFS) for their extremely generous donations that have allowed the purchase of Dr Radford's new hydraulic couch to facilitate examinations of all patients.

Dr Marshall was also able to purchase new blood pressure monitors to ensure all the clinical rooms at both Shenington and Fenny Compton have up to date and accurate equipment. We have also been able to invest in more high tech thermometers and oximeters, which measure oxygen levels in the blood. We are very grateful for all donations to the practice to improve patient experience and care.

We still need several more couches at £800 each so should you wish to donate, cheques can be made out to (FOFS) Friends of Fenny Compton and Shenington or you can contact reception for details- all donations are used to improve the practice and the needs of the patients.

