

# Patient Newsletter

W I N T E R / S P R I N G 2 0 2 2

## Message from Dr. Sharples

It feels odd writing a winter newsletter as the snowdrops and daffodils start to emerge, but I think that for all of us winter seems to have been a long one. Let's hope that spring can bring new changes and a safer world for us all. There are reports that the restrictions may be lifted and altered relating to COVID but until we have clear guidance we would ask you all to follow the information at both sites relating to the continued wearing of face masks and social distancing. We have been able to bring both dispensary queues in from the cold and there is guidance in the surgery how to access services whilst keeping everyone safe.

We will not apologise for putting additional measures in place if it means the surgery can protect its patients and staff. The surgery has managed to remain entirely open throughout the pandemic thus far bar the closing of the dispensary at Shenington on just ONE morning! This is testament to the levels of dedication shown by the staff and also the measures put in place to keep us all safe and for that we thank you for adhering to the rules too!

Demand for medical services continues to soar and you will be well aware of waiting lists in secondary care and the knock on effect that has on already increased pressures in primary care.

We are aware things still aren't 'back to normal' and wonder when they ever will be but rest assured, the practice continues to adapt and modify to try and meet the demands from all sources and the requirements placed upon us by NHS England. For this we thank you for your time and patience, especially with the staff who have worked throughout in extremely challenging circumstances and always do their best.

Please do look at the website and the newsletters for ways that you can help as well, particularly calling us after 10.30am if your enquiry isn't urgent. Let's hope that 2022 allows us all to get back to a bit more normality. Continue to take care of each other and look out for those who are more vulnerable than yourself. The vaccine regime has been an incredible undertaking and the benefits of the vaccine and booster are clearly being seen but until advice says otherwise, please continue to follow the rules and keep yourself and each other safe.

Dr Sharples

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# Staff Update

There have been a few changes in our team recently. We have been very sad to say goodbye to Pip, our receptionist who had worked here for over 10 years. We have welcomed 2 new receptionists, Carley & Emma. They are being trained at the moment. Please can we ask all patients to be understanding if it takes a little longer for us to help you. Dr Olivia Cooper, our registrar, starts her maternity leave after 11th March. Dr Jessica Smith will be starting her maternity leave in May and Dr Carl Evans will be working with us for a while longer, which we're very pleased about. We also have a new GP about to join the team, Dr David Havard. He was our registrar in 2020/21 and is joining as a full time GP.

# COVID Update

Although the law has changed this week, all patients and visitors are still required to wear a face covering when attending our surgeries. Following a risk assessment completed by the practice, it concluded that wearing face masks can significantly reduce the release of particles into the atmosphere and therefore reduce the risk of infection.

Health and Safety law requires us to keep staff, patients and visitors as safe as possible and this means there is a legal duty for everyone to continue to wear a face covering. We thank you in advance for continuing to support us in this way and keeping vulnerable people safe.

Due to the size of the waiting room, we qualified for support from the local council for an air purifier. This will help to keep the air as clean as possible, particularly when we can't keep doors and windows open in the winter.

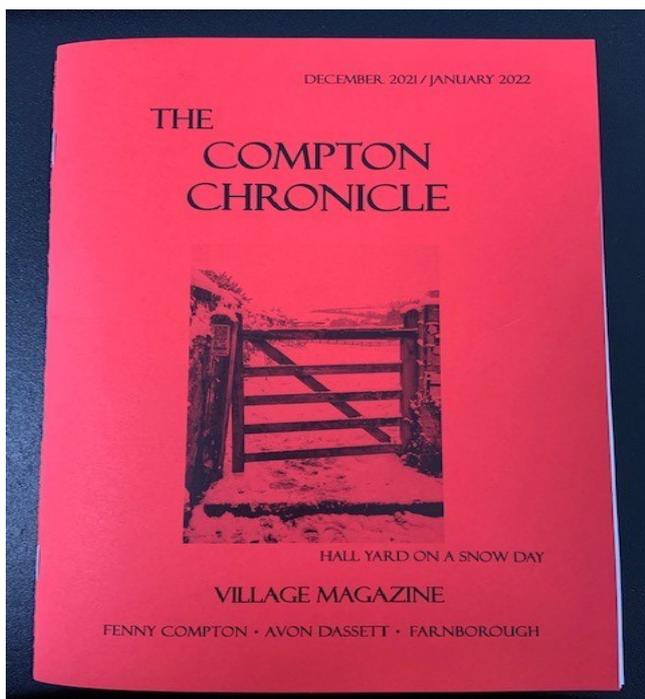


# We Need Your Support.....

We had a great response to the letter we published to all patients on our website last year. Some of the issues are still occurring and we need to ask everyone to be aware of the following points in order to allow the team to deal with as many patients as we can as safely as possible:

- **A 10 minute appointment slot is for 1 problem**—we are finding that patients often want to discuss multiple problems and it simply isn't safe for the GP to deal with them all in one go. We would ask you to prioritise your issues and only deal with the most important and book another appointment to deal with the other issues.
- **Have your diary to hand when you call to make an appointment**—this will ensure our calls are dealt with efficiently and it keeps the queue down, allowing us to help more patients.
- **Can I just have a quick chat with the doctor**—Only if the GP has an available slot. Not only do GPs deal with all the patients on their list, they have a lot of admin work such as prescriptions, letters and pathology results which you don't see. Any additional slots added means the GPs work later to get the work completed.
- **Non-urgent queries after 10.30am**—If you don't need to talk to use urgently, please leave your call until after 10.30am to allow the sickest patients to get through.
- **Please be kind**—it's not the fault of the reception team if you can't get an appointment for the time and date you would like. Abuse is on the increase and we have a duty to ensure our staff work in a safe environment. If we are not kind to you, please tell the practice manager.
- **Cancel your appointment if you don't need it**—this helps us to offer the slot to someone else.

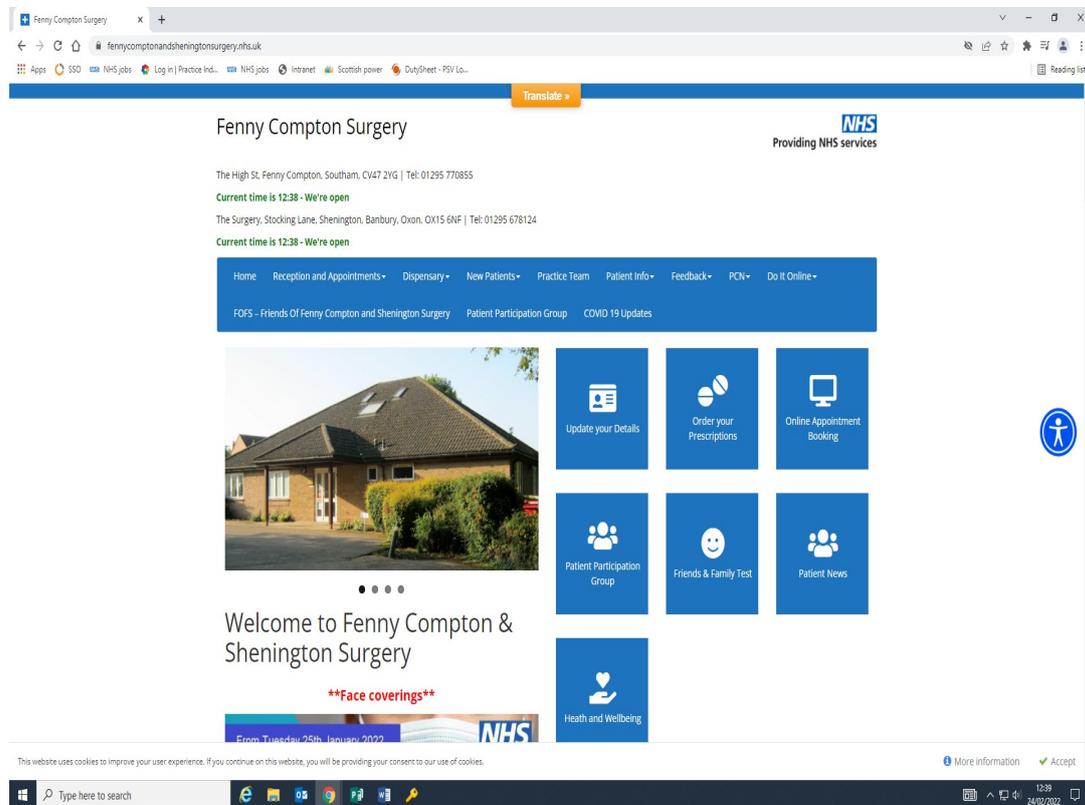
We truly appreciate your help as we work to support as many patients as we can. Thank you!



## Did you know...

We provide regular updates on what's happening at the surgery in the local Compton Chronicle. We thank the team who produce this wonderful booklet for the chance to add regular updates, which have been so vital during the pandemic.

# Have you seen our website?



Our website is a good place to check for recent news & general information about the practice. You can find opening hours for the surgery and the dispensary, you can see photos of the team, learn more about our Patient Participation Group and the Primary Care Network. There are also lots of online features which might mean you don't need to call or email us. The patient info tab also has our practice leaflet and other helpful links to local resources & services. If you think there's anything we have missed, we'd love to hear from you so our website is as helpful as possible. Please email your ideas to [marshall.sharpley@nhs.net](mailto:marshall.sharpley@nhs.net) Visit <https://fennycomptonandsheringtonsurgery.nhs.uk>