

Patient Newsletter

S U M M E R 2 0 2 3

Message from Dr. Sharples

We hope you are enjoying the summer months and have been able to make the most of the sunshine?! we have had.

The surgery is ever changing and despite COVID not being quite at the forefront of everyone's minds, it continues to have an impact on services and is still present in the community, so please take care. We are also still playing catch up - as is the rest of the NHS in the fall out of the pandemic - and as you will all be aware, care in the UK and the delivery of services will never quite be the same again.

We do understand that it can often seem that our systems are time consuming or deliberately obstructive towards our patients, but we can assure you this is not our choice or intention.

More and more contractual requirements are being placed upon GP surgeries by NHS England & the government to meet targets and demands, which don't take into account population needs or GP's voices. Sadly, we are bound by these rules and despite very vocal complaints, we continue to struggle to be heard. As a practice we aim to manage these restrictions by continually updating and modifying our systems to aim to get the most efficient care to our patients, whilst trying to maximise the family GP ethos which we have worked so hard to achieve.

Please do consider the demands placed on the surgery and respect our staff. I can assure you every single staff member works above and beyond to provide the best service they are able to with the resources at their disposal. The practice does operate a zero tolerance abuse policy towards staff members and sadly, the instances of abuse towards our staff is increasing.

There have been some concerns raised about new building projects in the local area and what impact that may have on the surgery. We can reassure you that in terms of predicted populations and the subsequent increase in funding for additional patients, the capacity is more than manageable. This influx also provides a chance to develop the surgery, which is an added benefit to the whole practice.

The practice has received some amazing feedback from yourselves and from the national survey and it makes us immensely proud to hear some of the comments and know that you are being cared for in the way we would wish to be cared for ourselves. Please visit www.gp-patient.co.uk

We hope to continue in this vein with our settled and proactive staff and always look to listen to ideas and innovate systems. We are also working on increasing our usage of PCN (Primary Care Network) staff to offer alternative and often more appropriate services – such as pharmacists, first contact practitioners, social prescribers and health & wellbeing coaches. The aim of these additional members of staff is to free up more clinical staff and get the right person doing the right job and make the practice more efficient for all.

We know new systems have teething problems but please do continue to look to sources of Information from the practice such as this newsletter and the website, which contains the most up to date news and services we offer. Please visit www.fennycomptonandsheningtonsurgery.nhs.uk

We hope you can enjoy some relaxation during the summer and recharge your batteries and thank you for your continued support of the practice.

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Staff Update

We are happy to welcome back Dr. Jessica Smith from maternity leave. She will be back at the surgery from 13th July. One of our GP registrars, Dr Olivia Cooper, has also returned from maternity leave and will be here until January 2024.

Our current GP registrar, Dr Tom Beirne, has recently passed all his exams and review panel and is a fully fledged GP! We wish him well for his future career.

Our practice nurse Jo is sadly leaving us but currently working 1 day a week until our new nurse starts. We wish Jo well for the future too.

Notice from the GPs re symptoms of heart attacks & strokes

Over the last 6 months we have had a large increase in the number of patients contacting the surgery with symptoms that could suggest either a heart attack or a stroke. In both of these conditions, if caught and treated early enough, the damage to the heart or brain is potentially reversible and therefore delays in hospital treatment can lead to much poorer health and even a risk to life. Whilst we understand A&E waiting times are lengthy and the current issues with ambulance delays, we must advise anyone presenting with signs or symptoms of a heart attack or stroke to call 999 immediately for advice, without delay.

The most common symptoms of heart attack are sustained, crushing chest pain and difficulty breathing. There might also be associated cold sweats, a racing heart, pain down the left arm, jaw stiffness, or shoulder pain:

<https://www.nhs.uk/conditions/heart-attack/symptoms/>

The symptoms of stroke include sudden difficulty seeing, speaking, or walking, and feelings of weakness, numbness, dizziness, and confusion:

<https://www.nhs.uk/conditions/stroke/symptoms/>

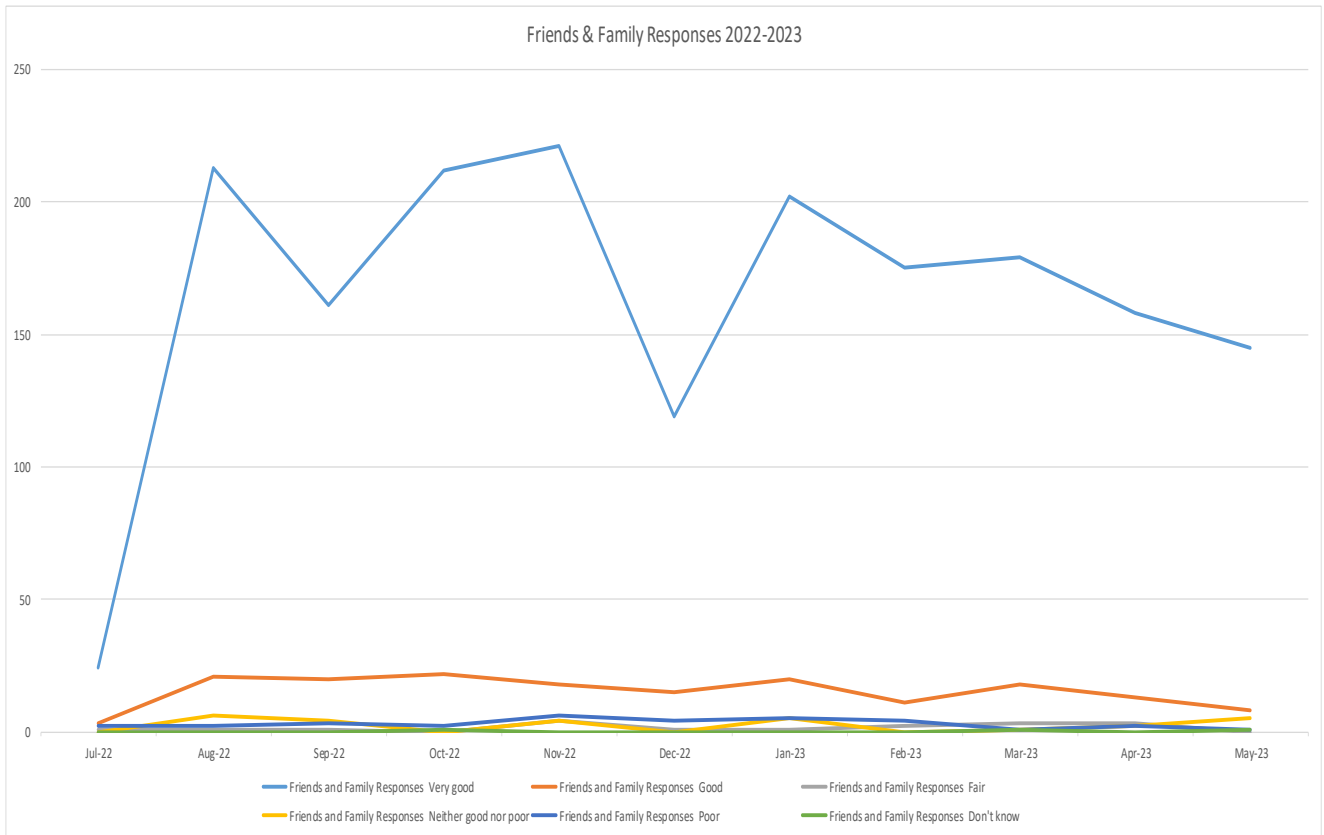
If you or a family member are advised to call an ambulance by our reception team or our clinicians then please do so without delay.

If you or someone you know are experiencing symptoms which you feel may represent either a heart attack or a stroke please do not delay calling 999 as fast action can save lives.

Thank you



Friends and Family Responses



Thank you to all patients that have completed a Friends and Family survey after their appointment. We're very pleased with the results. We are constantly reviewing the feedback we receive along with the responses above to see where improvements can be made.

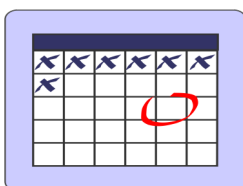
Dates for your diary....

There will be 2 further practice closures this year for essential staff training. The dates are:

SEPTEMBER 20TH

NOVEMBER 22ND

On these dates, we close at 1pm and don't re-open until the following morning at 9am. If you need medical attention on these afternoons that cannot wait until we re-open, please call NHS 111.



Our Opening Hours

We have noticed some confusion about our opening hours as they differ between the dispensary and the building itself. Please see the timings below for both sites. Please note that once the dispensary is closed, we cannot help you as it means that essential admin time & breaks for staff are eroded. We are aware that the our dispensary opening times won't suit everyone and once we are fully staffed again, we will be reviewing the times.

FENNY COMPTON SURGERY		
Day	Building	Dispensary
Monday	09.00 – 18.00	09:00 – 12:00 / 15:00 – 17:30
Tuesday	09.00 – 18.00	09:00 – 12:00 / 15:00 – 17:30
Wednesday	09.00 – 18.00	09:00 – 12:00 / 15:00 – 17:30
Thursday	09:00 – 13.00	09:00 – 13.00
Friday	09.00 – 18.00	09:00 – 12:00 / 15:00 – 17:30

SHENINGTON		
Day	Building	Dispensary
Monday	09.00 – 13.00	09:00 – 12:00
Tuesday	09.00 – 13.00	09:00 – 12:00
Wednesday	09.00 – 13.00	09:00 – 12:00
Thursday	09:00 – 18.00	09:00 – 12.00 / 15:00 – 17.30
Friday	09.00 – 13.00	09:00 – 12:00

FOFS charity—Friends of Fenny Compton & Shenington

We're you aware that we created a charity to improve and enhance services and facilities for our patients?



So far, we have improved the furniture in consulting rooms, purchased new equipment such as vaccination fridges and a specialised cold box for the movement of vaccines.

If you would like to donate, please contact the Practice Manager for more information.