



Hadwen Medical Practice

NEWSLETTER ISSUE 10 – September 2017

Welcome to the latest edition of our Practice Newsletter. This edition includes an update on building progress for our extension, details of staff changes, and reminders about our appointment system and online services.

Jan Robertson

Management Partner

Extension to our Glevum Way Surgery – Update



We are now 8 months into work on the extension to our Glevum Way Surgery. Phase 1 of the project will be completed by early March 2018. All services in the existing building will then move to the new extension. Phase 2 will see the refurbishment of our existing building and Glevum Pharmacy's move to occupy permanent accommodation. This phase will be completed by August 2018. Follow us on Twitter @HadwenMedical or on Facebook @hadwenmedicalpractice to stay up to date with the progress of the building works.

Staff Changes

There are a number of clinical staff changes that have happened since the last newsletter or are due to happen in the coming months:

Dr Sarah Cardew has joined a Practice in Cirencester and has been replaced by Dr Alex Ferguson.

Dr Ferguson's biography can be found on our website www.hadwenmedicalpractice.co.uk.

Dr Jo Girdler and Dr Ruth Thompson are both currently on maternity leave until mid-2018.

We have employed two GPs to cover their absences; Dr James Hunt, and Dr Megan Straiton. We have also recruited a Practice Pharmacist, Mrs Reehana Moetteli, who will work with our GPs and Prescription Advisors to ensure that our prescribing is safe and improvements are made to our repeat medication service. We are also shortly due to employ a Physiotherapist at the Practice. The Physiotherapist (Jason Jones) will be able to assess and give advice on musculoskeletal conditions and will help reduce the waiting time for these type of appointments. Helen Cornelius, one of our Practice Nurses has also left the Practice on relocation to Worcester and has been replaced by Kate Mitson. Kate used to be one of our District Nurses so will already be known to many patients. Finally one of our Health Care Assistants, Alison Green, has left to commence Nurse training and has been replaced by Hegi Peter.

Our Appointment System

There still appears to be some confusion regarding our appointment system. To confirm, the appointment types that we offer are as follows:

Urgent

For patients who need to be assessed or seen the same day. Patients will be seen or contacted by our on-call triage team.

Telephone Consultation

Suitable for patients who do not need to be seen in person.

Routine

Suitable for those patients with non-urgent needs or those requiring on-going treatment. These appointments are available to book up to eight weeks in advance either by using our online services, or by phoning, or calling into the surgery.

A limited number of routine appointments will also be released each day at 1230 for appointments the following working day. These appointments can be booked online, or by phoning or calling into the surgery. The availability of these appointments does vary and

factors such as short notice GP sickness impacts on the numbers available as has been the case recently.

Unless you require an urgent, same day appointment, we would be grateful if you therefore do not phone or call into the surgery until after 1230. This will enable urgent appointment requests only to be dealt with in the morning, and therefore spread demand on our telephone system more evenly throughout the day which should, in turn, hopefully reduce the waiting time for phone calls to be answered during peak periods.

Please also try and help ease demand by considering other sources of advice and support so that appointments are available for those with the most need. Our website gives good advice about colds, sore throats, coughs, and other ailments. Your local pharmacist can advise you about these issues too. Please also remember that injuries should be seen at the A&E department of Gloucestershire Royal Hospital.

Please also help improve appointment availability by remembering to cancel any appointments that you no longer need or cannot attend. There are many ways that you can cancel an appointment - in person, by phone to our 24 hour appointment cancellation phone line (01452 505879), through online services, or by text if you are signed up to our appointment reminder service.

One appointment, one problem (How to make the most of your appointment)

The majority of GP and nurse appointments are scheduled to last for ten minutes. We ask, therefore, that you try to observe the "One appointment, one problem" ethos.

We strive to deal with each medical problem to the highest standard and this proves to be impossible if we are asked to deal with a number of problems in one appointment slot. If you need an additional appointment to discuss further problems, our Patient Advisors will be happy to help you. Longer appointments based on clinical need are available.

Please also note that your appointment is for you only. Please do not ask the doctor to deal with the problems of a child or other relative in the same appointment slot. Please make a separate

appointment for your child/relative if they need to be seen as well.

Patient Appointment Check:

- ✓ Ask yourself – how urgent is my problem? Do I need to be seen urgently today? Could I seek advice from an alternative source? Would it be better for me to wait and see a doctor who knows my condition?
- ✓ If a doctor runs late – is it because they are spending necessary time with a patient? One day you may appreciate them running late to help you.
- ✓ Before you come for your appointment – work out what's really wrong with you. Make short notes that describe your symptoms.
- ✓ During your appointment – get to the point! Don't save important issues until the end.
- ✓ Do wear accessible clothing – in case you need to undress for an examination
- ✓ At the end of your consultation – make sure you understand what has been agreed and what is happening next.

Please Help Us to Help You

Online Services

We now offer an improved online service enabling you to book your appointments and order repeat prescriptions online and Hadwen are one of the top 5 practices in the country for patient utilisation of online services. To register for online services please login to our website www.hadwenmedicalpractice.co.uk and select the 'register for online services' option. Once registered, you will have access to the following online services:

Online appointment booking. You will have the flexibility to book and cancel GP appointments at all three of our sites from home, at work or any location with internet access. You will not have to queue at the Practice or wait on the telephone and you can manage your appointments both inside and outside practice opening hours.

Request your repeat prescriptions. You will be able to request your repeat prescriptions quickly online by logging into your account and simply selecting the appropriate boxes. You can review the progress of your repeat prescriptions and any message that the practice may have sent to you.