



Welcome to the latest edition of our Practice Newsletter. This edition includes details of a slight change to our Practice name, the launch of a new website, the closure date of our St Michael's branch surgery, and an explanation of Primary Care Networks.

Jan Robertson

Management Partner

Change of Name/New Website

With effect from 4th November 2019 we shall be officially changing our name to Hadwen Health. This date will also see the launch of our new website. The website is still in its development stage but will follow a similar format/style to this one:

<https://www.oakleysurgery.nhs.uk/>. Online services will still be able to be accessed on the new website without having to obtain new login details, password, etc.

Primary Care Networks Explained

A key part of the NHS long-term plan, Primary Care Networks (PCNs) bring General Practices together to work at scale. PCNs will eventually be required to deliver a set of seven national service specifications. Five will start by April 2020: Structured medication reviews, enhanced health in care homes, anticipatory care (with community services), personalised care and supporting early cancer diagnosis. The remaining two will start by 2021: Cardiovascular disease case-finding and locally agreed action to tackle inequalities. Much of the new money for the NHS announced in June 2018 is directed at primary and community services, and a large proportion of this will be channelled through PCNs. Hadwen have formed a PCN with Rosebank Health and Quedgeley Medical Centre. We will still retain our identity and a significant majority of our services will continue to be provided as a Practice. However, Improved Access appointments are now available

for patients of all three Practices on weekday evenings and Saturday mornings at all three surgeries on a rotational basis. We have also, as a PCN, recently recruited two paramedics to carry out urgent home visits across the network, and are currently recruiting a social prescriber and clinical pharmacist to work with the three Practices.

Staff Changes

There are a number of clinical staff changes that have happened since the last newsletter:

Dr Rachael Bunnnett joined the Practice on 1st July and works all day Monday, Wednesday, and Friday's. Dr Jo Girdler and Dr Alex Ferguson are both currently on maternity leave until mid-2020. We are employing several long-term locums to cover their absences: Dr Fauzia Zafar, Dr Andrea Philpot, Dr Rukmal Gomez, and Dr Nripen Barkataki. Two of our Practice Nurses, Anne Smith and Gayle Wilton, have retired and have been replaced by Sarah Thomas and Sarah Lewis. Joyce Yhnell has also retired and has been replaced as Patient Services Manager by Jo Robyns-Landricombe. Lastly, Emma Rowles has joined the Practice as our Continuous Improvement Coordinator.

Closure of St Michael's Surgery

As the final part of our redevelopment of our Glevum Way Surgery, our St Michael's surgery will close on 31st December 2019. We sincerely hope that those of you who currently use this branch surgery will be able to remain with us once it closes. If you will be unable to travel to our Glevum Way surgery please remember to re-register with another Practice before 31st December so that your primary healthcare provision is unaffected. A list of surgeries accepting patients onto their list can be found at www.nhs.uk.

Flu Clinics

To reduce waiting times this year's flu clinics will be held on three Saturday mornings (instead of the usual two). The dates the flu clinics will be held are: 19th October, 9th November, and 16th November. Letters will be sent out by the end of September advising eligible patients of the date and timeslot of their clinic. Please attend one of these clinics as the flu inoculation will only be given during normal surgery times in exceptional circumstances.

Patient Participation Group

We continue to welcome anyone who would like to join our Patient Participation Group (PPG). Further detail of our PPG can be found at https://www.hadwenmedicalpractice.co.uk/patient_participation_group_p6902.html?a=0 or by contacting the PPG Chairman, Mr Pat Mccann at patmccann03@gmail.com or by letter via the Practice.

Carers

We recognise the valuable role of carers; those who support and care for others, and have compiled a register to identify carers to ensure that we can offer all possible help and advice to support them in their essential caring role. If you are caring for someone, at home or elsewhere, who has a physical or mental illness, has learning difficulties, suffers alcohol or drug addiction problems or who is disabled, elderly or frail then you are a carer. Carers often do not recognise themselves under the term "carer". They see themselves as just helping someone who could not remain living in their own home without the help they provide. A carer can be an adult or a child. Many carers juggle paid work or study with their unpaid caring role. The term "carer" should not be confused with that of an employed care worker or someone who acts as a volunteer for an organisation. To newly register as a carer with the Practice, please visit our website www.hadwenmedicalpractice.co.uk or ask at reception for the relevant form. We would particularly like to hear from our young carers as we believe that they are currently under

represented at the Practice and therefore not receiving the support that we are able to provide for them.

The Electronic Prescription Service

The Practice is now able to offer the Electronic Prescription Service (EPS) to our patients. EPS gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from. If you currently collect a paper repeat prescription from us you can choose to have it sent electronically to a pharmacy of your choice, saving you time. To use the EPS you need to choose a place for us to electronically send your prescription to. Ask any pharmacy or dispensing appliance contractor that offers EPS to add your nomination for you. Once you have nominated a pharmacy or appliance contractor you can cancel or change your nomination at any time. EPS is a reliable, secure and confidential system and your electronic prescription will only be seen by the same people that currently see your paper prescription. For more information on EPS please visit www.hscic.gov.uk/eps or ask at the Practice or any pharmacy.

Opening Hours

The practice's normal opening hours for our Glevum and St Michael's (until its closure) surgeries are as follows:

Glevum Surgery

| | |
|-----------|------------------|
| Monday | 8.00am – 6.30pm |
| Tuesday | 8.00am – 8.00pm |
| Wednesday | 8.00am – 8.00pm |
| Thursday | 8.00am – 6.30pm |
| Friday | 8.00am – 6.30pm |
| Saturday | 8.00am – 11.30am |

St Michael's Branch Surgery

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|-----------|-------------------------------------|
| Monday | 8.45am – 12.30pm 1.30pm – 6.00pm |
| Tuesday | 8.45am – 12.30pm |
| Wednesday | 8.45am – 12.30pm |
| Thursday | Closed |
| Friday | 8.45am – 12.30pm 1.30pm – 6.00pm |