



Hadwen Medical Practice

NEWSLETTER ISSUE 9 – December 2016

Welcome to the latest edition of our Practice Newsletter. This edition includes the exciting news that work will soon start on our extension to our Glevum Way Surgery, details of the outcome of our CQC Inspection, and a reminder of the different appointment types that we offer.

On behalf of the partners and staff at the practice I wish you all a very happy Christmas and a healthy New Year.

Jan Robertson

Management Partner

Extension to our Glevum Way Surgery – Update



We are delighted to announce that work on the extension to our Glevum Way Surgery will commence on 16th January 2017. Phase 1 will last approximately 12 months and will involve Glevum Pharmacy moving to occupy temporary accommodation within the existing building followed by construction of a new car park to the rear of the surgery, and completion of the new extension. Phase 2 will see the refurbishment of the existing building and Glevum Pharmacy's move to occupy permanent accommodation. This phase is likely to take 6 months.

During the redevelopment work there will invariably be disruption to our services and greater utilisation of our Wheatway and St Michael's surgeries for appointments. Please bear

with us during this time as at the end of the building works we will have an excellent primary care facility that will meet the needs of our patient population for many years to come.

GP Partner Departure

We recently said farewell to Dr Kate Clemons, who left the partnership on 9 December 2016. Dr Clemons has emigrated with her family to Australia and we are currently recruiting for a replacement GP.

CQC Inspection

The practice was inspected by the Care Quality Commission in the summer and received an overall rating of 'Good' with one area of outstanding practice. A copy of the inspection report can be found on the Care Quality Commission website by following this link:

<https://www.cqc.org.uk/location/1-553029406?referer=widget3>

Did Not Attend (DNA)

A constant theme of these newsletters is the high number of DNAs being a cause of great concern for the Practice. As previously advised, we have made further refinements to our DNA processes including a dedicated 24 hour appointment cancellation phone line, 01452 505879, which patients can call and leave a message if they can no longer attend an appointment. Please do your part in improving patient access by remembering to cancel an appointment if you no longer require it. There are many ways that you can cancel an appointment - in person, by phone, through Online Services, or by text if you are signed up to our appointment reminder service.

Choice+ Appointments

The Choice+ Appointment Scheme has been further extended until at least March 2017. This scheme extends the role of Gloucester Health Access Centre (GHAC) and Matson Lane Surgery to offer additional same and next day appointments in order to free up time at participating surgeries to enable them to focus on more planned care and support of identified patients. All patients are still triaged by our on call

team and only those requiring an urgent appointment which is not related to the ongoing care of a previously diagnosed condition are offered an appointment at GHAC or Matson Lane.

Our Appointment System

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.

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.

Repeat Medication Collection Times

Please note our turnaround times for repeat medication requests:

Deposited with Surgery	Collection Date
Monday	After 2pm Wednesday
Tuesday	After 2pm Thursday
Wednesday	After 2pm Friday
Thursday	After 2pm Monday
Friday	After 2pm Tuesday
Saturday/Sunday	After 2pm Wednesday

We try our very best to have your prescription ready on time. Occasionally though, there may be delays due to GP availability and volume of prescriptions received. To help us, it would be appreciated if you could submit your repeat medication request as early as possible.

Opening Hours

The practice's normal opening hours 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

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

Wheatway Branch Surgery

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