



WESTON HOUSE PRACTICE

WELCOME to the first newsletter from Weston House Practice and Hatherley Surgery.

It has now been 2 years since Corinthian and the Portland & Hatherley Surgery merged, and within that time we have seen a lot of changes! Whether this is regarding the GPs you came to know, the staff members you came to recognise or the processes we used to manage patient contact and appointments.

As the number of GPs falls nationally and the population increases, 1 in 4 GP Surgeries are now at risk of closing. Our aim is to provide a quality of care that helps to keep our Practice operating as efficiently as possible and all our staff safe. The BMA recommends a maximum of 1600 patients per FTE GP. However GPs in Gloucestershire are currently managing the medical needs of 2013 patients per FTE GP.

For us to manage patient care we now ask that all patients call the Practice to make appointments so that our Care Navigators can help patients speak to or see the correct clinician for their problem. That person may be based outside of the Practice e.g., a

pharmacy, opticians or based within the Practice e.g. Doctor, Nurse, HCA, Paramedic, First Contact Practitioner. The team are fully trained, and all information collected is treated in the strictest of confidence.

As the largest GP Practice in Cheltenham, we are an extremely busy Surgery, therefore before calling for an appointment please consider if you could self-care and manage your symptoms without the need for a GP appointment. Please consult NHS 111 or a pharmacist in the first instance. For minor injuries such as wounds we would request you contact the minor injuries department and not the Practice on 0300 421 7777. In a life-threatening emergency always call 999 or go straight to A&E.



We always have 6 Care Navigators on the phone answering your call? So when you call the Practice and you're told that you're number 20, for example, in the queue please don't be disheartened!

It's important to know the staff members on the front desk do not take these calls, their role on front desk is to check patients into appointments and process other administrative jobs.



Join the conversation by liking our Facebook page. Scan the below QR code



Register as a new patient by scanning the below QR code



SEASONAL FAST FACTS

01

SUN SAFE

There's no safe or healthy way to get a tan. Aim to strike a balance between protecting yourself from the sun. Spend time in the shade between 11am and 3pm and when buying sunscreen, the label should have a sun protection factor (SPF) of at least 30 and at least a 4-star UVA protection.

02

HAY FEVER

GP surgeries no longer routinely prescribe tablets, eye drops or nasal sprays for hay fever, this is in-line with guidance provided by NHS England. Medicines and advice on how to treat hay fever and seasonal allergies is readily available from pharmacies and supermarkets freeing up GP appointments and budgets for more complex care needs.

03

TRAVEL VACINATIONS

If you're planning to travel outside the UK, you may need to have some vaccinations, please check to see what immunisations you may need from suitable websites like Nathnac or Travax. Please note if you are seeking advice less than 6 weeks before you travel or you will be visiting multiple countries you will need to contact a private travel vaccination clinic or a pharmacy offering travel healthcare services.

PRACTICE FAST FACTS

01

CONSENT FORMS

In order to speak on another patients behalf we need to have their written consent saved on their records. This applies to anyone aged 16+, regardless if they're your child, husband, wife, mother or father. Without this written consent, we are unable to confirm whether they are a patient at this Practice and take the conversation any further.

02

PRESCRIPTIONS

We do not take prescription requests over the phone. You can order your repeat medication online via our website or through your nominated pharmacy. Please allow three full working days between requesting and collecting your medication. Acute medication may need to be authorised by your own GP and will take longer than three days.

03

CANCELLING APPOINTMENTS

We send all patients a text message confirmation at the point of booking and also the day before your scheduled appointment. If you are unable to make your appointment we have an automated cancellation line, 01242 215000 Opt.1 and the facility to cancel via our website too. Please be mindful of other patients.



DID NOT ATTEND

With the growing number of patients needing more medical attention, and with the limited resources available, it is vital that appointments are not wasted by patients who do not attend. From the start of January 2023 to the end of June 2023 we had a total of 2,396 missed GP, Nurse, & Midwife appointments costing the NHS roughly £77,127.24 and wasting 574 medical hours!

This money could have been used to pay for:

- 5 patients to have 8 rounds of chemotherapy
- 303 Ambulances called out to a patients home address with onward admission to hospital
- 4 Mental Health Nurses
- 7,345 Carer hours

Please be considerate to other patients wherever possible and cancel your appointment.



PATIENT PARTICIPATION GROUP (PPG)

WHAT IS IT?

The PPG works with patients and the Practice staff to achieve a common goal in the provision of the best possible service provided by the Practice.

WHAT DOES A PPG DO?

Facilitates patients and the practice staff working together to share ideas to help improve the services offered at the Practice in addition to sourcing out any local community services.

- Helps to improve on the experience of attending the Surgery
- Helps the Practice decide on overall service priorities
- Acts as a channel in communicating to patients how changes in the NHS will affect service provision and provide information on the help available, support groups and networks
- Helps patients understand more about the medical conditions / problems
- Helps improve patients overall experience of the Practice
- The PPG does not deal with personal medical issues or individual patient complaints

WE NEED YOU!

We aim to gather around 100 patients from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups to name but a few!

PARTNERS

- **Dr Peter Smith (M)** - MB, BS, DRCOG, MRCGP, DPD
- **Dr Natasha Martyn (F)** - MBChB, MRCGP, DCH, DRCOG
- **Dr Clare Fisher (F)** - MBBCh, MRCGP
- **Dr Rebecca Milford (F)** - MBChB, DRCOG, MRCGP
- **Dr Shane Heginbotham (M)** BSc, (Hons), MBChB, MRCGP, PGcert, DOccMed
- **Dr Kate Roberts (F)** - MBChB, MRCGP, DFSRH
- **Dr Shabari Hosur (F)** - MBBS, MRCGP, DFSRH, FRCP, Postgraduate Diploma in Diabetes
- **Dr Peter Amess (M)** - MBChB, BSc, MRCGP, DRCOG, DCH, PGCert

SALARIED GP'S

- **Dr Laura Darby (F)** - MA, MBBchir, MRCGP
- **Dr Frances Fantom (F)** - MBBchir, MRCP, MRCGP
- **Dr Ethan Mcleod (M)** - MB, BS, MRCGP
- **Dr Elizabeth Morrison (F)** - BMedSci (Hons), MBChB, MRCGP
- **Dr Megan Straiton (F)** - MB, BS, MRCGP



If you are happy for us to contact you occasionally by email please complete the PPG registration form by scanning the below QR code



Did you know there is a Wellbeing and Health directory available on our website. Search the below link to find out more:

<https://portal.midosweb.co.uk/QuickSearch/Search>

