

SPRING NEWS LETTER

Spring is coming...

It's been a busy winter in the NHS in general and at Glenlyn in particular. Our GP's, Nurse Practitioners, Practice Nurses and Healthcare Assistants have offered around 35-thousand appointments since Christmas 2017. We've processed over 1000 prescription items a day and we've dealt with literally tens of thousands of calls – all this while the community experienced its worst flu epidemic in many years.



All this has meant that it's been hard for you to get an appointment, or get through on the phone. We do understand that this is frustrating, but with demand out pacing availability, please remember to be a 'patient' patient when you call in or phone the Practice.

Practice News...

The Practice welcomed Joseph Todd as our new Group Practice Manager. Joseph is a very experienced PM, previously working on the south coast. He has a particular interest in supporting Armed Forces Veterans, having served in the Royal Navy for over 20 years.

Joseph says...

"I'm looking forward to the challenges working in the NHS and Glenlyn. I hope that working together with the team at Glenlyn and our patients, we can make a real difference to healthcare in East Molesey and Thames Ditton"

Since we last wrote, we've also added Dr Phin Vo-Rossiter and our Primary Care Paramedic Matthew Goodey to our clinical team. In our admin team, Jackie Grant has been appointed our Admin Manager, and we are very pleased to welcome Julie, Kaye, Katherine, & Nicki to our reception team.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help communicating with us, for example because you use British Sign Language, please contact the Practice

Glenlyn and the GDPR...

At Glenlyn, we understand that you will need to understand what the new General Data Protection Regulations are and what your rights under it will be.

We are working on some documents which you will find on our website and at reception before the end of April which will explain things fully for you.

Rest assured the safety and security of your information is our priority at all times.

Making the most of... medicines

We all live busy lives and time can sometimes run away with us. It's important that you don't run out of your medication – here are a few tips to help keep them in stock

- Keep a diary or update the calendar in your smart phone.
- Join our online services – that way you can request your medication even if it's late on a Sunday afternoon – Ask a receptionist for a joining form!
- Ask us to send your prescriptions directly to your pharmacy of choice. Sign up at the pharmacy or call in to one of our clinics.

And finally, please be nice to the receptionists... it isn't their fault when you run out of your treatment – they will try to help but it won't be immediate.

Who can I see...

When you are ill, we understand you want to be seen as quickly as possible.

We ask our team of receptionists to help us help you by asking why you need to be seen, so that they can

recommend the best person for your needs.

They have all received confidentiality training, so you can trust us to keep your personal information very safe

So, if at all possible, please let them know what the matter is when you'd like to see someone.

What you think of us...

We are currently at  on NHS Choices. Alongside the difficult reviews regarding access to appointments and waiting times there have been some very supportive messages about the quality of the care you receive when you visit Glenlyn.

Our Friends & Family rating shows us that 84% of you feel that you get a good service from our team, which is a fair score for the area.

We really do welcome your comments – you should always feel free to give us constructive feedback about the service we offer and ways in which we can improve.

If you've time – you can add real value to the Practice by joining our PPG. Contact the Practice for more details

In the next Issue...

GDPR - *The new General Data Protection Regulations 2018 – what they mean for Glenlyn and you.*

Keeping Safe in the Sun – *Our lead nurse advises on how to make the most out of the sunshine without putting your health at risk.*

Making the Most of... Your online account – *Using the internet to contact us and keep us posted on your appointments and medication needs.*