Newsletter – May 2016

Keeping Our Patients Informed

Our patients are at the centre of everything we do. Providing an excellent first class service is what we all strive to provide every single day that we all come to work. Ensuring everyone receives the best level of care in a timely manner is our goal and it seems this is becoming ever more difficult as the demand for appointments exceeds the availability. I know as a practice we are not alone but feel it may help to inform you of the pressures experienced within practice so that, together, we may find a way to improve the situation. I want to keep you informed because I value your registration with us and strongly feel you should be included in knowing what is happening ‘in-house’

You will know about our reduction in opening at Woolmer and eventual closure sometime in the future from the recent letter. Thank you to so many of you for all your wonderful kind words, it has meant such a lot to all of us, Dr Dawson in particular. We will keep you informed with any developments via our website and notices in surgery. Many patients have already indicated they wish to remain registered and will travel to Liss for appointments, which is very encouraging.

It is with regret I have to inform you that we will be losing some valuable members from the clinical team;

Wendy – Wendy has decided to return to the community. Wendy was a Community Sister working in Alton when she came to us, having decided to apply for the role of triage nurse having recently gained her prescribing qualification. Wendy thoroughly enjoyed her position and was an important part of the clinical team. Unfortunately for us the pull of working in the community was stronger and she made, in her words, ‘the difficult decision to leave’

Debbie – Debbie has been with us at Woolmer for many years first as a receptionist before training to become a HCA. Debbie has decided to take a break to help look after her adorable Grandson George before possibly returning and re-training to extend on her nursing skills. Debbie’s caring, empathetic nature will be missed by both patients and staff!

Janice – Janice has only been with us a short time, again coming across from community nursing, but in that time has quickly become invaluable, especially with dressings! Janice regularly tells me how much she loves working in the practice, something very different to what she had done before and how welcoming all our patients are but again sadly for us Janice has been offered a position caring for palliative patients in a private nursing home and she feels this is where she must go.

Wendy, Debbie and Janice have all been very happy working with us for you, and we wish all three of them the very best.

On a positive note, Dr De La Court is looking to increase the number of sessions she works in practice. She will know more come the summer and we will update you with days etc as and when we can confirm.

We are keeping a close eye on our list size (number of registered patients) and will continue to do so as Woolmer reduces its opening at the end of May. We are unsure as to the number of patients who may either through choice or necessity register at an alternative practice in Bordon. The practice is funded on the number of patients. If necessary, funding allows and we are able to recruit; we will look to find additional clinical sessions.

Unfortunately, as we have found, there is a very real problem with recruitment and retention in General Practice both nationally and locally. Our GPs regularly work a 10 sometimes 12 hour day; busy completing all the paperwork, referrals, reviewing results, dictation etc aside from seeing all the patients. Yet it is still a daily struggle to provide enough appointments.

We therefore need to ensure that the GP appointments we do have are available to those patients where GP involvement is the only and most appropriate option. We can only do this if we direct some of the other appointment requests to an acceptable, appropriate alternative, as detailed in our ‘possible alternatives to GP appointment’ booklet and by providing detailed self-help guidance. We do need you to help us with this, which is one of the reasons the GPs insist the reception staff ask as to the nature of the appointment request.

I do hope that all patients will understand, that although maybe not as convenient, by directing patients to these alternative providers and providing self-help guidance we are striving to ensure appointments are available to everyone when clinical need dictates.

I understand and acknowledge that at times you may be dissatisfied by having to wait longer than you would like for an appointment. I again, hope that the booklet may help you with this. Our receptionists do an amazing job, and never profess to be clinically trained but by using the guidance provided are able to sign-post and assist as directed by the GPs.

Thank you for taking the time to read this newsletter and I hope you have found it helpful.

We welcome any feedback or suggestions from your experiences at the practice. You can email us at [SEHCCG.RiversideSurgery@nhs.net](mailto:SEHCCG.RiversideSurgery@nhs.net) or drop a note into our comments box in reception.

Thank You

Jane Dawson

Practice Manager