

PRACTICE NEWSLETTER

CHRISTMAS 2023



It's the most wonderful time of the year and we at the surgery would like to once again thank our patients for all of the support that has been given to us this year. It's been challenging and we could not have made it through the year without the kindness and generosity shown by you.

Our staff are due a well deserved break to spend Christmas with their families and, as normal, the surgery will be closed over the Christmas and New Year bank holidays. Please see the back of the Newsletter for more information.

We would like to ask patients to remember to be patient with our staff, their jobs are not always easy but everyone is doing as much as they can to provide the service you all deserve.

Have a Merry Christmas and Happy New Year

Best wishes,

Weobley and Staunton on Wye Surgeries

In this Issue

- Flu vaccination
- Staff Update
- Wasted appointments
- Carers
- Patient donation
- Christmas Opening Hours
- Thank you



Flu Vaccinations:

We are aware that Flu has slipped in people's minds with the problems of Covid in recent years however, we are now definitely in flu season and starting to see cases. We are also aware that the uptake of the vaccine hasn't been as good this year and that many people we would normally have vaccinated have not come forward despite the weekend clinics we have put on. We would strongly encourage patients who normally have the Flu vaccine but haven't done so this winter to come forwards.



Staff Changes:

We have had a number of new staff members join our team here at the surgery. A few of their faces may by now be familiar to many of you.

We would like to warmly welcome Annie, who has recently joined our Dispensary team at Weobley and Fiona has now settled into her role covering Charlotte as Practice Nurse at both sites.

We are delighted to say that Sam Hillman has now re-joined our reception team after having time off for maternity leave.

Later this month, Tegan (Personal Assistant) and Emily Johnson (Receptionist and Dispensary Assistant), will be taking time off for maternity. We wish Emily and Tegan all the best. You may already be familiar with Ashleigh, who has newly joined our reception team to cover Emily Johnson when she leaves for maternity.

Unfortunately we have not yet been able to permanently replace Dr Holly Vaughan and Dr Francesca Howells. We would like to reassure our patients that we are doing everything we can to keep our clinical team running to as full capacity as possible. You may see some recurring faces in the practice as our locum GPs Dr Champ, Dr Amos and Dr Speight work with us more in the coming months.

Since the last edition of our Newsletter, Dr Mohamed has joined us as a GP Registrar and we are pleased that he has been made to feel comfortable by our patients.

Wasted Appointments:

We are still seeing a high volume of wasted appointments here at the surgery. In October and November 143 clinical appointments (both telephone and face to face consultations) were left unattended. We are disappointed to see that this figure is so high, especially given the wait times some of our patients experience for their appointment.

We would like to take this opportunity to remind patients to let the surgery know as soon as possible if you are unable to attend your appointment.

Carers:

Who is an adult carer?

A carer is anyone who cares, unpaid, for a friend or family member due to illness, disability, a mental health problem or an addiction cannot cope without their support. Caring for someone can take up few hours each week, or a carer may be caring for 24 hours a day, seven days a week. Some carers live with, or near to, the person they are caring for, whereas others provide more remote support. Some carers look after more than one person.

Who is Parent carer?

A parent carer is a parent who has all the same issues as every other parent but with extra responsibilities and challenges on top of that. Extra responsibilities such as juggling appointments, giving medication and learning everything they can about their child and their condition. At times living in isolation when friends, families and professionals do not understand what you are going through. Often living on minimal sleep or having to interpret for non-verbal children.

Who is a Young Adult Carer?

Young adult carers are young people aged between 16 and 25 who look after someone in their family who has:

- A long term disability
- A disability
- Mental ill health
- Or is misusing drugs or alcohol

Further information, website links and leaflets can be found on our website and in the Waiting Rooms at both sites.

Our 'Carer Lead' for Weobley and Staunton Surgeries is Mrs. Melanie Gittoes, she will be representing the surgery at routine meetings to gain more information on how we can best support our Carers.

A special thank you to all of our patients who have donated to our patient fund this year. With this, we have been able to purchase equipment such as:

- **Heart Start Defibrillator Pads**
- **Dossett Boxes for patients**
- **Labcold Fridge for vaccine storage**
- **Automated Arrival Screens at both sites**

These are crucial to the service we are able to provide.



Christmas Opening Hours:

As usual, the surgery will be closed for the bank holidays over the Christmas period. Outside of our usual closing times, the dates that the surgery will be closed are as follows:

- Monday 25th December 2023
- Tuesday 26th December 2023
- Monday 1st January 2024

If you need to seek urgent medical advice on these days, please contact either "111" or if it's a life-threatening emergency "999". Please be aware that both services will be experiencing increased demand during this period, so please only contact 111 if your problem can't wait until the surgery re-opens.

We also want to reassure our patients that measures have been put in place to ensure that any prescriptions due to be collected on the above dates will not be late. Please see below for further information:



Contact Us:

| | |
|-----------------------|-------------------------|
| Weobley Surgery | Staunton on Wye Surgery |
| Gadbridge Road | Staunton on Wye |
| Herefordshire HR4 8SN | Herefordshire HR4 7LT |
| (01544) 318472 | (01981) 500227 |

Recent Friends and Family Test Comments from Patients

"Found Dr Ella to be very effective, reassuring and was very quick in getting the patient an appointment"

From all of the staff here at Weobley and Staunton on Wye Surgeries we thank you for your ongoing generosity and wish you all a very Merry Christmas

Useful Links:

[CarerLinks Herefordshire | Crossroads Together](#)

[hycc – Supporting the Young and Young Adult Carers of Herefordshire \(hycclub.co.uk\)](#)

[Dementia Matters Here\(fordshire\) – Supporting people affected by dementia](#)

[Parent Carer Voice Herefordshire – Your voice matters. \(pcvh.co.uk\)](#)