Orchard House

GP staffing changes…

**Online Prescriptions Requests**

We are trying to to be more enviromentally friendly by reducing the amount of paper we use.

If you are able please can we encourage patients to register for our online services.

Register with an email on:

[www.orchardhousehealthcentre.co.uk](http://www.orchardhousehealthcentre.co.uk) in order to enable this function.

ISSUE

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After some discussions Dr Neil W Hamilton has decided to reduce his commitments at the Practice.

His new working hours will be all day Tuesday and Thursdays.

As he is so popular, to make the change easier Dr Hamilton’s appointments will be majority on the day being released at 8am on his working days.

 As he is decreasing his appointments, please bear in mind it will be more difficult to arrange one with him so please allow our reception staff to naviagate you to the next approriate member of our ever growing clinical team.

We are sad to see Dr Hamilton reduce his commitment but are still happy he will be with us for some more time before thinking about his retirement.

Dr Jack C Kildare is already around on Mondays and Wednesdays but the plan is he will uptake more commitment as Dr Hamilton reduces down.

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**Reminder…**

**Pharmacy First**

The pharmacy have an increasing list of aliments that they can deal with from urine infections, hayfever, skin infections, sore throats & cold sores.

The pharmacy is always first port of call for actue type of illnesses.



Some of you will be aware but for those who don’t know..

**The surgery is closed between 1-2pm for lunch and to give our staff a well deserved break.**

Please note: Blood appointment will still run during this time but these are done via the main entrance at the front of the builiding.

Patient care is always the main focus!

It’s all change in here…



After a staff retirement and another going on to pursue other career options. We are happy to announce that we have two new additions to our reception team.

**Gemma & Stefanie**

Please bear with us as training will be taking places over the next few months.

Our Management team are: Lesley Ferguson (Practice Manager), Briar Ferguson (Deputy Manager)

Our administrative team are: Pauline, Shannon, Marie, Pamela, Lynda (Secretary), Gemma & Stefanie.

We are delighted to announce that all our receptionist are now trained chaperones and are available if you wish to have your consultation chaperoned. Please let reception know!

As we are a training practice, **we will have two new GP registrar joining us in February. Dr Shaina Mahal (f) & Dr Abuagla Mohammed (m).** After an intense introduction, they will be flying solo seeing patients. We hope you all will make them feel welcome.

Some of you may be aware but for those who are not…

Some of you might be aware that **we now have a practice pharmacist Erin Cobb** working behind the scenes with medication queries, medication reviews, CMS prescribing and general housekeeping over patient’s medications.

So if you get a call from Erin. Please may we ask that you co-operate for the best care possible!

We are also delighted to be able to offer **a community link service via Tony**. He is with us Tuesday & Thursday – Proving support on social isolation & loneliness, help with financial difficulties, benefits & housing issues. Help with carer issues, bereavement & low mood and anxiety.



Appointments

Again you will be well aware that appointments at the moment can be hard to come by. We know it can sometimes become furstating but please can we continue to respect our adminstrative staff as they are doing their very best with what appointments we have.

**FED UP OF NOT GETTING AN APPOINTMENT?**

**Failed to attend appointments in January was 28.**

**This totals to 19 hours of GP/Nurse appointments which if cancelled could have been offered to another patient.**

**We’re fed up of not being able to give you one!!**

Care Nativgation…

**Just a reminder to say…our admin girls are fully trained in care navigation and when they ask you what the appointment is for it means they able to direct you to the most appropriate member of our clinical team.**

**For example: If you have shoulder pain – the best person for this would be our physio Monica – she can give advice, exercises and pain relief where she thinks is appropriate.**

**Another example: If you have low mood or anxiety – the best person for this would be our Mental health nurse as she can give you self help guides, support and start & review medication if needed.**

**This helps to make the appointment system work most effectively and eases pressure on the GPs**

As you will be well aware, there is a lot of building work going on around the practice! We would like to apologise sincerley for any hassle it may have caused but please note that we do not have any control over these issues unfortuntely.

We are still here amongst it working as normal.

We know parking is currently a bit of a issue but please bear with us and be considerate to our patients who have mobility issues and if you are able park in the area as you come into the gate on your right.

Please may we ask that you avoid parking along the fenced area as this can use serious problems especially if an ambulance needs to attend a patient in the surgery.

Hopefully, as time passes the parking sitution will get easier but only time will tell.

Thank you all for your understanding.