



Newsletter

Issue 25: April 2021

Weybridge Primary Care Centre
22 Church Street
Weybridge KT13 8DW

Tel: 01932 504450

www.churchstreetpractice.nhs.uk

churchstreet.practicemail@nhs.net

When we are closed dial 111 for 24 hour health care information and advice,
including the Out-of-Hours GP service

Our website – www.churchstreetpractice.nhs.uk has full information about the Practice.

Our Doctors:

Dr Alicia Langton
Dr Sarah Styles
Dr Graeme Wilding

Dr Lindy Fozard
Dr Bhavisha Patel
Dr Clare Grocock

Dr Umeet Dhariwal
Dr Charlotte Alexander

Our Business Manager:
Our Practice Manager:

Mrs Catherine Makepeace
Mrs Geraldine Brooks

Welcome to the 25th issue of our newsletter

In this issue:

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Updates to our team

We have had some changes within our senior management team with Catherine Makepeace focusing on the Business Management side of the practice and Geraldine Brooks working on the Practice Management side. The handover has been in progress for some months and is now complete. Congratulations to both Catherine and Geraldine in their new roles.

We are pleased to welcome Candice Currie to our secretarial team, who is covering maternity leave for Naaz Mahmoud. In addition, we are pleased to welcome Deborah Richards who has joined the reception team.

Congratulations to Dr Grocock who has begun her maternity leave after safely delivering a little boy. Her clinics will be covered by Dr Alexander, Dr Maher (who some of you may remember from his past employment with the Practice) and one other doctor to be confirmed.

Sadly Katie Coburn, our admin team Manager has left to start a new management position in the private sector and we wish her every success. This has enabled us to offer new roles to our existing staff Jess Dance and Jemma Arthur and we wish them well with their training and future roles.

Updates to our services

Covid 19 pandemic

Since our last newsletter the whole world has been coming to terms with the COVID19 pandemic and lockdown. The COVID 19 Vaccination Programme is well under way in this area, so far having administered around 546,000 vaccines in the Surrey Heartlands area. This programme, locally (North West Surrey) has been organised and run by NICS (North West Surrey Integrated Care Service). Local clinics have been set up in Chertsey, Walton, Woking and Egham in addition to the nationally run clinics further away. Second vaccines are being given (in addition to the first vaccines) but please note the Practice has no ability to book the second vaccines or select which vaccines you are offered. You will be contacted in due course by the NICS team.

At the Practice we have been open throughout the pandemic, providing a GP service to the community. We had and still have reduced staff levels in the building, both clinical and administrative to enable social distancing and provide a safe working environment. We have reinstated most of the services that we provided before such as blood tests, cervical smear screening, childhood immunisations and latterly the contraceptive coil fitting, minor ops and ear syringing. We would encourage patients to attend for the very important screening and monitoring programmes, in a Covid safe environment. In addition, we have seen a dramatic increase in the number of new registrations at the practice, which has placed enormous pressure on our service. We would ask for your patience as we continue to resume our services and endeavour to return to normality.

We apologise for the inconvenience to patients with the waiting room being closed. You are very welcome to wait in your car should the weather be inclement, until nearer the time of your appointment. We will review the use of the waiting room in time for next Winter, in conjunction with the Rowan Tree Practice who share the use of it.

Website update www.churchstreetpractice@nhs.uk

The website introduced earlier in the year is well established now. Many of you will have had the opportunity to explore the website. If you haven't yet had the need to contact us why not have a look at the website and see what is available. In short, you can access reception or a clinician to ask for an appointment, or ask a question; self-refer to services for support with bereavement, mental health and smoking cessation. You can request prescriptions and results in addition. We've had some positive feedback particularly about ease of access, response times and convenience. We continue to receive telephone calls from those patients who do not have internet access and currently the phone lines are especially busy with Covid 19 vaccination queries. We've endeavoured to put as much information on the website about the Covid vaccination programme and

are limited in the responses we can give, particularly as we are not involved in the organisation of this programme. Please be patient if you find yourself on hold.

Over recent weeks the demand for our services has increased significantly, on occasion becoming unmanageable causing us to make the difficult decision to temporarily close our website to new clinical enquiries. All requests are processed according to clinical need, so we may take a few days to respond to the website requests and to those made by telephone. Once you have made your enquiry please do not call or message us again to follow up your enquiry. We will respond as quickly as our resources allow. If you have requested a prescription, we would ask that you allow 48 hours for this to be processed. In addition, it would lessen the amount of phone calls to the practice if you could check with your chemist before checking with us about any prescription queries.

We would ask that if you have a minor illness such as a sore throat or cough or cold that you try simple measures in the first instance or get advice from the pharmacist before contacting us. We have seen a significant increase in the number of patients contacting us with minor illnesses – which restricts our ability to care for patients with serious or chronic problems. We would encourage patients to seek alternative services for minor illnesses/general health concerns - see below (ALTERNATIVE SERVICES TO THE GP)

Gp consultations/attending the health centre

Our GPs continue to carry out mainly telephone consultations. This aim of this was and still is, to prevent a large number of people attending the Health Centre. It also enables our clinicians to work from home when we have to reduce the number of staff on the premises to ensure social distancing. When asking for a GP or nurse appointment you are likely to be offered a telephone consultation in the first instance and if the GP needs to see you, they will arrange for you to come in.

Like many other Practices we are no longer offering the ability for patients to book appointments online; to ensure patients' safety we are only asking you to come in if a face-to-face consultation is necessary. If you are asked to attend the Health Centre, please wear a face covering for your own protection and the benefit of others you may come in to contact with. If you are asked to attend, the clinician you see will have on personal protective equipment. Please announce your arrival to Reception via the intercom at the bottom of the ramp. To enable social distancing we would ask that if you are a wheelchair user or are unable to manage steps that only one person at a time uses the ramp at the entrance to access the building. Otherwise, you will be asked to wait at the left-hand side of the building where you will be called in to the back entrance by the clinician. We hope you will appreciate that these precautions are in place for everyone's benefit in the aim of preventing the spread of the COVID19 virus. We would ask if you have had Covid 19 within 10 days that you delay coming to the health centre – please contact us by the website or phone if you need our assistance. In addition, if you still have symptoms of fever or high temperature we ask that you do not attend the health centre until you have recovered but instead access the GP via the website or telephone in the first instance.

Saturday service/extended access

We have not yet resumed the Saturday and extended access service. We hope to update you by the next Newsletter when hopefully we are out of lockdown

Treatment room services

Since Central Surrey Health ceased to provide our treatment room services at the end of August some of our nursing staff have taken on the provision of blood tests, simple dressings, blood pressures, ECG's and removal

of clips and stitches. After an initial settling down and catching up period, we feel the service is running well and we are able to accommodate our patient's needs in a timely fashion. Please use our website to arrange an appointment, or telephone if you do not have internet access.

Alternative services to the gp

If you have an injury please contact NSH 111 who will triage and refer you if appropriate to an Urgent Treatment Centre – where it can be x-rayed if necessary, and treated appropriately. By calling 111 in the first instance, they will determine the urgency and book you an appointment where you will be expected and not have to wait, or call an ambulance if appropriate. The closest one is at St Peter's Hospital, Chertsey. There are Walk in Centres at Woking and Ashford Hospitals. These Centres can also help with a wide range of minor illnesses or injuries.

- Local pharmacies can often help with minor illnesses
- NHS111, by phone or online www.surreynhs111.nhs.uk, are also available for health advice, including access to consultations if necessary and out of hours service
- NHS 111 is also the most appropriate service for minor injuries – they can book appointments to the Urgent Treatment Centre if appropriate rather than you just turning up
- LIVI offer video appointments, and have full access to your medical record

We are asking for our patients support so that we can in turn ensure that we are using our resources to help the patients most in need.

Patient participation group (ppg) update

If you would like to be part of our on-line virtual Patient Participation Group, please contact us via the website www.churchstreetpractice@nhs.net - Practice Information.

Friends & family test (fft)

We regularly collect feedback from our patients by asking two questions:

- (1) How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment (choosing from 6 answers).
- (2) Please let us know the reason for the answer you have given.

You can respond via the website in the Administration Office section.

If you are ever unhappy with any element of our service, or would like to offer any comments or suggestions please do not hesitate to contact us and let us know how we could improve it.

We greatly appreciate our patients taking the time to provide feedback. Our aim has always been to achieve 85% of responses likely to recommend us and we are pleased that we have maintained that standard.

And finally

Do we have your up to date personal details – for example your mobile telephone number and your email address? Please let our receptionists know of any changes. We plan increasing use of text and email to communicate with our patients, and in particular if you are due a Covid vaccination this is how you will be contacted in the first instance.

If you have difficulty communicating with us or understanding our information please let our receptionists know how we can help you

Thank you for reading our newsletter