



Hello and Welcome

Hello and welcome to the 1st edition of our newsletter

As you can imagine the surgery has been a very different working environment over the last few months with lots of routine services suspended, including meeting with our dedicated patient participation group, however we are now in a position to re-introduce services albeit in a different way than "normal" and we thought we would use this format of a newsletter to

update our patients on the practice, how we are working and to share any other relevant information with you all.



Practice News

Dr Gibbins and his wife are having a baby. The baby is due on Xmas day!



GP Trainee Registrar Dr Emma Syers leaves us on 4th August to continue her

training. We wish Emma every success in her future training

GP Trainee Registrars Dr Tasneem Alimam and Dr Maria Sadiq join us on the 6th August for 6 months

Ruth Nowodny has taken the decision to step down as Office Manager therefore the practice is currently in the process of advertising for a Practice Manager. Mel will become the Business Manager for Ashville. We are very

excited about this new post to strengthen our team at the practice.

We currently have 12213 patients registered at the practice which is an increase of 90 patients since we last met with the patient group in January 2020





Stay Alert Stay Safe

COVID-19 Update

COVID-19 has certainly presented us with different challenges and different ways of working in order to keep our staff and patients safe.

In the initial stages of lockdown all routine services were suspended and GP appointments were conducted over the telephone unless it was clinically necessary to bring patients to surgery.

Reducing unnecessary footfall into the surgery is still at the forefront of our minds. It is possible to have prescriptions sent direct to the chemist therefore if you would like to nominate a chosen chemist please let us know.

Throughout this Pandemic there has been so much information and bulletins coming from different sources that required changes very quickly with

The current situation is that all requests for GP appointments will continue to be telephone triaged first, and if possible will be dealt with in other ways e.g. video consultation, sign posting to other services e.g. Pharmacy. Patients will only be asked to attend surgery if necessary. We are now introducing more routine work e.g. Chronic disease annual reviews. Where possible the majority of

very little time to implement them. All the staff at the practice have been amazing; everyone has pulled together and worked really hard. This pandemic has shown the team to be incredibly resilient and adaptable to change.

We are also very grateful and thankful to our patients for working with us at this very difficult time and the lovely kind messages of

these will be done over the telephone once blood tests and BP check etc have been completed at the surgery. We still need to maintain social distancing of 2 meters in the waiting room, so you can imagine the logistical planning going on in the background!

For now this way of working will be the new "normal"

support and gifts of very tasty goodies have kept us going.



Flu Vaccination Clinics

Flu vaccination clinics will be very different this year and we will hold four smaller clinics on Saturdays with strict appointment times in order to maintain social distancing.

The flu clinics will be held on:

Saturday 19th September
Saturday 26th September
Saturday 3rd October
Saturday 10th October

Please be ready for your vaccination with your coats/jackets removed and arm ready for vaccinating to keep the clinics moving.



GP Patient Survey

The GP Patient survey is an independent survey run by Ipsos Mori on behalf of NHS England. The survey is sent out to over 2 million people across to UK. The results show how people feel about their GP practice.

To see how well the practice did on the survey and to compare us with other practices please click on the link below.

<http://www.gp-patient.co.uk/>

We are extremely proud of the survey results for our practice.

Until further notice the annual survey conducted by the practice is on hold.



Thank You

Thank you for taking the time to read our Newsletter and once again thank you for all your kindness that has kept us going through this very difficult and challenging time.

