

Lyndhurst Surgery

July 2021

Surgery News

There have been a number of recent changes to try to increase our workforce...

Dr Olivia Jagger re-joined the Practice last Autumn and is now a Partner in the Practice along with Dr Cleland, Farrell and Hinton.

Dr Hinton returned from Maternity leave in January following the birth of her daughter last Summer.

Dr Wajeeha Rashid is our GP Registrar who has been with us since last August. She will be with us until early next year.

Dr Sue Birch has also joined the practice as a Salaried GP along with Prof Lyon-Maris and Dr Walling.

Kim Sawley-Smith is our Health Care Assistant who works 3 days a week. Kim is able to see some diabetic patients as well as dressings, ECG, injections, bloods etc.

Brian Lomax is our specialist diabetic nurse who works alongside Kim.

We have also introduced extra admin and management staff to keep up with the volume of work so all in all our surgery is a very busy place.

NEW FRONT DOORS – we are thrilled with our new automatic doors. At lunchtime when the surgery is closed the outer doors are left open so you can still drop in script requests or letters and collect specimen pots. Thank you to the Friends of Lyndhurst Surgery (FOLS) for their contribution to these.

FOLS continue to pay for the maintenance of the medical equipment that they bought for the patients, despite their lack of fundraising abilities over the past 15 months. We are grateful for any donations via the collecting tins or larger donations that we receive. Thank you to everyone involved.

PCN (Primary Care Network)

The PCN is a collaborative project involving other local surgeries and between us all we can share the services of physios, paramedics, social prescribers, nursing and care home co-ordinators, pharmacists and more recently a Health & Wellbeing Coach. We can offer appointments for these services if you need specialist advice.

The PCN is also responsible for the Covid Vaccination Programme that has been taking place at Milford on Sea. They have been responsible for recruiting staff and volunteers to run these clinics

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over the past 6 months. We are proud to be part of this team and have worked hard to organise staff and of course, yourselves the patients, to administer these vaccines to you as quickly and efficiently as possible.

Covid vaccine update

We are delighted with how successful the vaccine programme has been nationally, but particularly locally. This is thanks to the hard work of all our fantastic staff (many of whom have been well above their usual hours) and wonderful volunteers, including some old faces from the surgery!

We await to hear what is planned for flu vaccines in the autumn and winter, and whether there will be a booster campaign for covid vaccines.

Attending the surgery and/or getting advice

In order to reduce the number of patients sitting in our waiting room at any given time, GPs are continuing to offer telephone appointments in place of face-to-face appointments. If it is necessary to be seen face-to-face or for an examination, this will be arranged by the GP. The Receptionists are only able to make Telephone Triage appointments.

Please contact the admin team to arrange a call. For continuity it is preferable that you see the GP that is dealing with any ongoing issues. For new problems, you can book in with your usual GP or any other doctor. We still have an on-call doctor each day who will deal with any urgent or acute problems that must be dealt with that day and that cannot wait.

We understand from many patients that they prefer the telephone triage. We are also aware many patients prefer seeing the GP at the surgery, but unfortunately still need to be mindful that we have many vulnerable patients that means limiting numbers in small areas, such as the waiting room. We welcome any feedback and comments which can be sent via the link on the front page of the website or by collecting a form from the surgery.

The majority of appointments with the nursing team are still face to face as normal, due to the nature of the service they offer, although more time is allowed between patients for cleaning and PPE changes. However, some of the annual review appointments, such as asthma reviews have predominantly changed to telephone appointments.

E-CONSULT – we are continuing to use this facility which is particularly useful for messaging in requests for scripts, sick notes or other admin queries. The link for this can be found on our website.

Cancer Care Services

All screening services have now been resumed. This includes smears, bowel screening & breast screening etc. Please attend if you are called.

Requesting prescriptions

Prescription requests are best made using online patient access or the NHS App. They can also be requested via e-consult or using the slips available at reception. We are unable to take medication

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requests over the phone. Scripts are being sent to a nominated pharmacy of your choice so that you will collect your meds directly from them.

Website

We aim to keep the Practice website as up to date as possible. We have a section at the bottom of the page on GDPR. There has recently been some information in the news on GP Data for Planning and Research (GPDPR). This is explained in more detail on the webpage and explains the difference between opting out of this and the Summary Care Record (SCR). Please read the information and if you wish to opt out then please send the form through the website.

Thank you for taking the time to read this newsletter – we hope it helps to keep you up to date with how we are running as a practice and the daily changes and challenges we are facing daily.

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