



Tadley Medical Partnership Spring Newsletter 2019

Time to say goodbye.....

Dr Adler will be retiring on 31 March 2019. She will be greatly missed by colleagues and patients but all good things have to come to an end.

There is a book in reception at Holmwood Health Centre if you wish to leave her a message. She has sent a letter to the patients on her personal list but she would also like to say goodbye to all the patients at Tadley.

A message from Dr Adler

The time has come for me to retire from General Practice. I have been a GP in Tadley for 29 years and the time has passed so quickly. Some of you have been my patients for the entire time, some of you since you were born.

I will be retiring from full-time medical practice with many mixed emotions. I would like to thank all of you for giving me the opportunity to have had such a wonderful career and to have shared in so many of your lives, in both good and difficult times.

It has been a great privilege to be a doctor in this practice and I will undoubtedly miss many aspects of day-to-day clinical practice but the time has come to move on. I will still be involved on the training of future GPs for a while.

I leave the practice in excellent hands. Many of you will know all the doctors here and how hard our practice team work to provide care for the local population. We are working hard to add to our team to address an ever-increasing workload. My colleagues are grateful for your support and consideration in the current difficult climate for General Practice.

Hopefully I will be invited back to do some locum sessions so we may meet again in the future.

With many, many thanks to all of you who have been my patients and those who have made it possible to practice medicine in the manner I always hoped.

I wish you all good health and happiness for the future.

Dr Vivienne Adler

Other people news....

Chris, a practice nurse and one of our Diabetes nurses is retiring at the end of March. Chris worked as a community (district) nurse for many years before joining our team 3 years ago. **Jess**, who had various roles at the practice – phlebotomist, dispenser, administrator left us in February and is currently exploring Australia before she begins medical training. **Sarah**, one of the practice nurse team, has moved to another local practice. We wish them all the very best of luck and will miss them.

A lot of “goodbyes” this month but we are welcoming some **new staff**. **Mel**, who was working as a relief nurse, has now joined the permanent Practice Nurse team and **Jessica**, a new Health Care Assistant (HCA) will be joining us in April.

We also have a trainee GP with us at the moment Dr Michael Quicke who will be with us until December.

Under Pressure.....

As Dr Adler mentioned in her letter we continue to face an increasing workload.

Staff

This has a knock on effect on our telephone system and our Reception Staff who are on the “front line”. We do understand your frustrations. None of us likes queuing or waiting for a long time for someone to answer our call but please remember it’s not our Receptionists’ fault. We are constantly reviewing our staffing levels and administration systems but there are times when due to staff sickness or leave we are unable to fill the gaps.

Doctors

We have always tried to have personal lists of patients which provide the best continuity of care. Unfortunately the difficulty in recruiting, and the shortage of GPs nationally, has made replacing partners impossible. We were previously 10 and now will be 5 with the majority of patients divided between the 5. This has meant a massive increase in list size for the partners who now have more than double the national GP average. This has impacted on the ability to see your registered GP and for this we are very sorry. The duty system has had to be expanded to accommodate the demand. Fortunately, we have 3 excellent associate GPs and have had some very good locum doctors to help.

We are **all** doing the best we can to cope with these extra pressures but inevitably we shall not be able to please everyone. We must point out though that rudeness to staff will not be tolerated.

Do we have your correct contact details?

It is essential that you let us know if any of your details change. We might need to contact you as a matter of emergency. Email addresses and mobile telephone numbers are becoming increasingly useful and enable us to reach you quickly. You can do this via our website [Updating Your Clinical Record](#), by completing a form from reception or you can just write to us.

Beat the queues and save yourself some time

Our phones and reception desks are always very busy but there are quicker ways of accessing care and information

Online access to your medical records

If you haven't already done so we would recommend that you apply for online access to your records. This will enable you to order your repeat **prescriptions**, make or cancel an **appointment**, check your **test results** and you will have most of your **medical history** at your fingertips.

Some of you who applied for this service in the past might still have a basic level of access and you won't be able to see your results or medical history. As we cannot automatically enhance all users' access you will need to apply for this individually. Please ask at Reception for an upgrade if you think this will be useful.

Have you tried eConsult yet?

Here is some genuine **feedback** from our patients who are already using **eConsult**

"It means that I can request some help from my surgery, 24/7, thus avoiding having to be put on hold on the telephone."

"Able to get feedback and advice the same day. No waiting. "

"It's a good way of letting the doctor know what the issue is before you speak over the phone making the limited time available more productive in finding the best way forward"

To access **eConsult**, go to our website [Tadley Medical](#). You then complete an online form which will help you to self-check your symptoms and offer you on the spot advice 24/7 or will direct your query to our admin team who will acknowledge your request and pass to a doctor. You will receive a response by the close of business on the next working day. The service can also be used for administrative queries such as requests for sick notes or letting the doctor know whether a treatment is working or advising of your latest blood pressure readings if you have a home monitor. **eConsult** is also very useful if you have hearing impairment and find telephone conversations difficult.

Ask your local pharmacist

Pharmacists are trained for 5 years and are experts in medicine and can offer advice and over the counter medication for minor illnesses such as coughs, colds, sore throat, tummy troubles and aches and pains. If they think you need a doctor's appointment they will tell you to ensure you get the right care you need.

They quite often have private consulting rooms to offer you privacy. And the good thing is that you don't need to make an appointment and they are often open 6 or 7 days a week.

Repeat Prescriptions

- Do you have the same prescriptions every month?
- Are up to date with your medication review ?

You might be eligible for **Repeat Dispensing**. This means that your doctor can authorise a number of prescriptions – usually 6 month's worth – and your pharmacy can automatically issue them to you on a monthly basis. This means that you don't have to order your prescription every month. When your final prescription is issued you will need to check with us whether your doctor wants to see you again or is happy to authorise another batch.

The system is not suitable for everyone and every medication. Ask your pharmacist or one of our dispensers for more information – they will be able to tell you if you are eligible.

Drop Off Zone at Holmwood Health Centre

You might have noticed that this has been made off limits by the use of traffic cones. Unfortunately this was due to some patients using it as a parking bay and not for a temporary stop.

We had several occasions where we had to call an ambulance to the surgery and they were unable to pull up by the entrance due to inconsiderate parking. We apologise for the inconvenience this has caused.

Update from PPG (Patient Participation Group)

Car Park at Holmwood Health Centre

We ran a survey of the use of the car park at Holmwood Health Centre. As the area cannot be increased in size the aim was to make the best of the available space. There was a consensus amongst patients questioned that they would prefer fewer but larger spaces and the disabled parking spaces needed to be moved. The practice will be looking into these proposals. Interestingly 50% of vehicles on the survey days were using the car park for non medical reasons eg visiting the pharmacy or making deliveries. Perhaps if you are visiting the pharmacy at Holmwood you might consider a Saturday when it is less busy.

Patient drop-in 2 February

This took place at Morland Surgery on the weekend of the very heavy snow fall. Unsurprisingly we did not have many visitors but patients who had appointments that morning were very happy to talk to us. Representing a range of ages they offered many useful opinions and ideas, some of which we will be implementing over the coming months, beginning with visits to coffee mornings and youth groups to make the PPG more representative.

If you would like to contact us our email address is ppg4tadley@gmail.com or you can write to us c/o Holmwood Health Centre, Franklin Avenue, Tadley RG26 4ER.

Tadley PPG