

# NEWSLETTER

Welcome to the second Practice Newsletter published jointly by the Practice and the Patient Participation Group.

## New arrivals at the surgery



DR VANESSA PREECE



DR SA'ADIA BHATTI



DR ALISON SHINE

**We welcome three newly-recruited GPs to the practice, Dr Vanessa Preece, Dr Sa'adia Bhatti and Dr Alison Shine. We have also recently recruited our own Practice Matron, Mrs Janet Finney, who has taken the lead on our housebound and frail patients. If you require a home visit it will be Janet who initially makes contact with you.**

**As well as Janet we have recruited Michelle Dadd, who joins our team as a Health Care Assistant.**

**This will enable us to offer a phlebotomy service for consultant ordered bloods, saving patients an extra trip to the local hospitals.**



JANET FINNEY



MICHELLE DADD



**Carers.** The practice maintains a record of carers registered with the practice. If you are the main carer for anyone and are not paid for the role please get a form from either surgery and complete it. The form is self explanatory and gives us the opportunity to put you in touch with carers support as

well as offering you a free flu immunisation. We would particularly like to hear from young carers who quite often do not recognise themselves as such. Please visit <http://www.surrey-youngcarers.org.uk/> for more information.

We are happy to say that our list re-opened for the registration of new patients from the 4<sup>th</sup> October, the only proviso to registration is that prospective patients live in our practice area. Our list was closed to new patients earlier in the year to enable us to continue to provide a safe service to our registered patients and we apologise to anyone who was inconvenienced by

this reluctantly made decision. Taking registrations once more will however make us vulnerable to the probable 10% increase in our patient list size, expected when all the planned housing is built in the area. This is a problem we will have to deal with and we will be working on contingency plans.



The text reminder service continues to grow, with texts sent to patients reminding them of their booked routine appointments. This service has enabled the recipients to cancel unwanted appointments by simply texting the word 'cancel' in reply to the text, this has helped us to utilise the freed-up appointments for other patients.

To sign up for this service you need to complete the 'on-line patient access form', available from reception or our website and return it to either of our receptions with the required ID.

Our new network server installation is imminent, after which we will be able to call forward the new phone system, mentioned in our previous newsletter, hopefully in time for Christmas.

We have recently installed an automated booking in and call in system at both surgeries, which is in line with the majority of GP practices in the UK, the plastic numbers used in the old system did present an infection control problem. On booking-in, the new check in screen informs the patient of the average waiting time and how many patients are waiting to see a particular clinician. Patients are also reminded to follow the on screen instructions fully as leaving the screen part way through booking in will result in the

system not recognising that you have booked in. Our receptionists will be happy to assist should you need help. The LED call in screen also beeps each time a new name is displayed, much the same as the old buzzer system.

**Flu Clinics** The Saturday walk-in clinics are now finished for this season. If you are eligible and still require your flu immunisation please contact either reception. An

annual nasal spray flu vaccine is now offered to all children aged two, three and four years as part of the **NHS childhood vaccination programme**.

**Patient Participation Group.** Our 'PPG' is made up of 10 patients whose ages range from 15 to 83 and are from

Chobham, West End & Bisley villages. We meet five to six times a year and the purpose of the Group is to ensure that patients are involved in decisions about the range and quality of services provided and commissioned by the practice and the aim is to encourage the practice to routinely ask for and act on the views of its patients. This includes patients being involved in decisions that lead to changes to the services the practice provides or commissions, either directly or in its capacity as gatekeeper to other services.

**Farewell to Dr Kainth and Dr Sekhon who left us in March and September. We wish them well in their new ventures**

Visit our website [www.chobhamandwestend.co.uk](http://www.chobhamandwestend.co.uk)

## Christmas Opening times



### Chobham:

Friday 23<sup>rd</sup> December - 8 a.m. to 1 p.m.

Saturday 24<sup>th</sup> December to Tuesday 27<sup>th</sup> December - **CLOSED**

Wednesday 28<sup>th</sup> December - 8 a.m. to 1 p.m.

Thursday 29<sup>th</sup> December - 8 a.m. to 6.30 p.m.

Friday 30<sup>th</sup> December - 8 a.m. to 1 p.m.

Saturday 31<sup>st</sup> December to Monday 2<sup>nd</sup> January - **CLOSED**

Tuesday 3<sup>rd</sup> January - 8 a.m. to 6.30 p.m.

### West End:

Friday 23<sup>rd</sup> December - 8 a.m. to 6.30 p.m.

Saturday 24<sup>th</sup> December to Tuesday 27<sup>th</sup> December - **CLOSED**

Wednesday 28<sup>th</sup> December - 8 a.m. to 6.30 p.m.

Thursday 29<sup>th</sup> December - 8 a.m. to 1 p.m.

Friday 30<sup>th</sup> December - 8 a.m. to 6.30 p.m.

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Tuesday 3<sup>rd</sup> January - 8 a.m. to 1pm

Thank you for reading this newsletter and we would like to take this opportunity to wish all our patients a Happy Christmas and a Healthy New Year!