
NEWSLETTER

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

We are sorry to inform you all that we said farewell to Dr Vanessa Preece in June after only seven months at the practice.

However, we have recruited a replacement GP and Dr Sarah Perrio (*pictured right*) joined us on the 1st November.

All patients who had Dr Preece as their 'usual' GP have now been moved across to Dr Perrio.



EAR WAX REMOVAL

We are extremely pleased to announce that our New in-house ear wax microsuction service is now operational. We apologise to those of our patients who found themselves having to go to the hospital for this treatment when both our ear syringing machines failed earlier in the year. Although this in-house service is not funded by the NHS we will be providing it free to our registered NHS patients.

OTHER IN-HOUSE CLINICS

Gynae Clinic - In the last three months we have commenced a dedicated Gynaecological clinic which is held on alternate Wednesday mornings at Chobham. This clinic is for contraceptive services, HRT and other related subjects and is run by Dr Shine.

Midwife Clinic – We continue to host a Frimley Park Hospital midwife clinic for our pregnant patients, on a Monday afternoon at Chobham surgery and a Tuesday & Wednesday morning at West End surgery.

INR Clinic – On two mornings a week, Tuesdays at Chobham surgery & Wednesdays at

West End surgery we hold a nurse led 'point of contact' INR clinic for our patients taking Warfarin.

Physiotherapy clinic – The practice hosts an NHS Community Physio clinic on Monday afternoons at West End surgery.

Minor operations clinic – Dr Carty has run a minor operations clinic at Chobham surgery, usually on a Thursday afternoon, for numerous years now. This clinic is for our patients who require procedures such as the excision of skin lesions or cysts, or joint injections etc.

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 or four years as part of the NHS childhood vaccination programme. We would like to point out that when you have your NHS Flu Immunisation elsewhere, other than the practice, that you are depriving the practice of much needed funding that is used to support other services.

APPOINTMENT SYSTEM

We continually receive comments regarding the availability of appointments. There are several reasons why GP appointments are not infinite, such as the limited funding we receive to provide our core services (£85.35 per patient per annum). Link this to the national shortage of GPs, and market forces start to play a large part in recruitment and retention of GPs.

There is a limit to the number of appointments that can be offered by the GPs working here, in order to ensure that we provide good quality, safe care. We therefore apportion the available appointments to best meet the needs of the majority of our patients.

Approximately 60% of all appointments are available to book up to six weeks in advance, these 'routine' appointments are invariably fully booked two weeks hence. Of the remaining 40%, half are held back until the day of the appointment for medical problems that manifest themselves at short notice, these are booked on a first come first served basis from 8am. and when these have gone, the remaining 20% are then only available for medically urgent problems that will not wait until the next day. It should also be noted that if a GP needs to see a patient urgently to discuss test results that they will use one of the appointments from this 40%. We understand that sometimes this system does not meet everyone's needs, but we strive to continue to provide the best service from within the resources available.

ONLINE SERVICES

For several years now, our patients have been able to register with the practice to access certain services over the internet. This includes the booking of routine GP appointments, the ordering of repeat medication and viewing certain parts of their medical record. If you would like to avail yourself of this service please complete a form which is available at either of our receptions.

COMMUNITY DEFIBRILLATORS

We would like to make all our patients aware of the recently introduced defibrillators which have been placed in the community and are accessible 24/7. Chobham: At the Fire station, West End: At the sports pavilion and the bowls club pavilion. Although anyone can use them without training, in the event of a life threatening situation it would be useful to have a little knowledge. For those at West End The Parish Council can arrange training – contact the Parish Clerk on 01276 855361.

WEST END SURGERY SAFER ACCESS - The practice wishes to thank the West End Parish Council for providing the new safer access to the surgery from Kerria Way. This provides an alternative and more direct route avoiding the existing inclined path around Lucas Green Road or off Guildford Road which is difficult for those using buggies and mobility scooters.

Visit our website: www.chobhamandwestend.co.uk

Christmas Opening times



Chobham

Friday 22nd December –
8am. to 1pm
Saturday 23rd December to
Tuesday 26th December –
CLOSED
Wednesday 27th December –
8am to 1pm
Thursday 28th December –
8am. to 6.30pm
Friday 29th December –
8am to 1pm.
Saturday 30th December to
Monday 1st January –
CLOSED
Tuesday 2nd January –
8am to 6.30pm

West End

Friday 22nd December –
8am to 6.30 pm
Saturday 23rd December to
Tuesday 26th December –
CLOSED
Wednesday 27th December –
8am to 6.30 pm
Thursday 28th December –
8am to 1pm
Friday 29th December –
8am to 6.30pm
Saturday 30th December to
Monday 1st January –
CLOSED
Tuesday 2nd January –
8am to 1pm

**If you require urgent
medical attention when
the surgery is closed
please telephone 111.**

**Happy Christmas and a
healthy New Year!**