

NEWSLETTER ~ AUTUMN 2014

G.P. CHANGES AT ST. CLEMENTS



Dr. Kim Roberts began her career at St. Clements Practice as a G.P. Registrar, with Dr. Robert Reichenbach as her trainer. The Practice was quick to recognise an excellent G.P. and recruited her as their first ever female G.P. partner at a time when it was predominantly still a male profession. That was 30 years ago and Kim has been a driving force at the practice throughout that time as well as a deeply committed G.P. to her list of patients. She has now been drawn back to her other clinical passion ~ dermatology. Kim has reduced her time in general practice and will be present at the practice on two days a week, which also has the advantage that the practice benefits from her dermatology knowledge and skills which she generously shares with the other GPs and nursing team.



Kim's patient list has now been shared with our newest G.P. partner to the practice, Dr. Helen Webb. Dr. Webb will work at the Practice on 4 days a week and will continue to learn from Dr. Roberts' 30 years knowledge of her patients.

The Practice has also recruited a second new G.P. partner in order to try to maintain acceptable waiting times for G.P. appointments. Dr. Charlotte Wade will join the practice on 2nd December 2014 and will list share with Dr. Julie Rushen. None of Dr. Rushen's patient list will be moved but she and Dr. Wade will liaise closely about their joint patient list. Dr. Wade will be in practice on 3 days a week.

The Practice is very proud of succeeding in recruiting TWO excellent additional G.P. partners to the practice at a time when there is a national shortage of G.Ps.

PRACTICE VACCINATION INFORMATION



- o Patients in the at risk groups should book their appointment at the practice for their **annual FLU vaccination**, including patients aged 65 & over; patients with asthma; diabetes; heart disease and pregnant women. Clinics are being run throughout October & November, while stocks last;
- o **Children aged 2, 3, and 4 on 1st September** are also eligible for flu vaccination this year ~ please book your children's appointment;
- o Patients aged 70, 71 and 79 (check our website or waiting room information for relevant dates of birth) are eligible for a **shingles vaccination**. Please read information on our Practice website links and on leaflets in the practice;
- o MMR and Meningitis C vaccination programmes are also ongoing for age groups 16-25.

PATIENT REPRESENTATION

HAMPSHIRE HEALTHWATCH

Whether it's improving them today or helping to shape them for tomorrow. Local Healthwatch is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future. Pop into any Citizens Advice Bureau to make contact.

PATIENTS' FORUM

St. Clements Practice has a long established Patient Forum. Our members meet around quarterly throughout the year. If you are interested in joining the group or attending the next meeting, please contact the Practice Manager.

FRIENDS AND FAMILY QUESTIONNAIRE

We are required to invite patients to provide feedback, this year, via a 'Friends and Family' questionnaire. Please complete a form and hand into our Practice Reception Team. You are welcome to complete this feedback as often as you wish and we welcome your contributions.

CARE QUALITY COMMISSION (CQC)

Patients are invited to provide feedback on their experience at St. Clements to the CQC via www.cqc.org.uk

NEW PRACTICE PREMISES

The Practice continues to be hopeful that Winchester City Council will be in a position to begin development of the approved new Practice Premises at the beginning of 2015. Henderson Developers' proposals for changes to the initial plans will be discussed by Winchester City Planning Committee, we understand, at the beginning of December. Our chances of finally moving to new, purpose designed and built new premises, for the benefit of all our patients, rests with the outcome of this meeting. We will keep patients informed of progress.

POLITE REMINDERS

The Practice issues around 400 **repeat prescriptions** daily. Please follow our guidance for ordering your repeat prescriptions to allow us time to complete our necessary processes in a safe and timely way. Prescriptions may be requested, allowing 2-3 full working days' notice:

- i) Via one of our two online options;
- ii) By post or fax
- iii) Via your chosen Pharmacy

We regret that we cannot accept telephone requests.

To help us maintain a reasonable waiting time **for routine appointments**, if you no longer need or can attend your appointment, please cancel at least 24 hours before so that it can be offered to another patient.