

Grove Road Surgery Newsletter

Volume 12 Issue 2

Summer 2017

Editor's Comments

(Sam Bridgewater, Practice Manager)



Welcome to the summer edition of our practice newsletter.

PERSONNEL



As you may know, I have been acting as Practice Manager since July 2016 but am now pleased to inform you that I have now been upgraded to Practice Manager.

I am also pleased to advise our patients that Lesley has been appointed to the new role of Head Receptionist, and if you have any concerns about the service in Reception, Lesley is your first port of call. Pauline, our Office Manager, continues to oversee the reception and support the Practice Manager. There seems little likelihood of appointing a permanent replacement for Dr Grant in

the short term, but we are hopeful of making an appointment in early 2018. In the meantime we are very grateful to Locum GPs who are helping us out, especially Dr Martin Derry and Dr Evgenia Katsoni who frequently step in when our own GPs are on annual leave or attending training courses. The loss of Dr Grant means that the remaining 4 Partners are working very hard to ensure a safe and reliable service is provided to our patients, but inevitably on some occasions there will be delays in arranging non urgent appointments.

Dr Nayak

Dr Nayak is taking a short sabbatical this summer over the month of July.

POSSIBLE MERGER WITH GREEN STREET SURGERY



We have been asked by the PPG to clarify the situation, as the rumour mill is apparently working overtime! The Partners of Green Street are in discussions with specialist developers about the

possibility of building a new surgery on the site of the Bowling Green in Victoria Drive, and have, we understand, received outline planning consent for this. There have been some very preliminary discussions about the merits of Green Street and Grove Road Practices either working together or merging in the new premises, but I must stress that these discussions are at a very early stage, and would be entirely dependent on the new building being completed, and having sufficient capacity for both practices with room to expand in the future as the population continues to rise.

It is not envisaged that anything will happen in the next 18-24 months, and we will of course keep all our patients updated. We appreciate that not everybody would welcome such a move.

LIST CLOSURE

As reported in our last newsletter, due to our inability to replace Dr Grant at the present time, our list was closed for new registrations. The list closure was reviewed at the end of April and it was agreed for a further extension of three months. This does not affect new family additions of existing patients.

PATIENT PARTICIPATION GROUP (PPG)



We are very grateful for the ongoing support we receive from, and the dialogue we have on a regular basis, with the PPG. The ideal scenario is where the PPG is fully representative of the demographics of the Practice and at the present time we would very much like to recruit some younger patients, either men or women, in order to get a better reflection of the age group we serve. However, irrespective of your age, we would like to recruit additional patients to the group as attendance has reduced at recent meetings for very valid reasons. We usually hold our meetings on a Monday morning at 10.30am, the next being 3rd July 2017. If you are interested please do ask at Reception or email EHSCCG.groveroadsurgery2.nhs.net and please don't forget to pop your suggestions into the PPG Suggestion Box situated in our waiting rooms.

SMS TEXT MESSAGING SERVICE



The service will allow you to receive:

Appointment Reminders for pre-booked appointments

Review Reminders for long term conditions such as Diabetes, Asthma, Heart Problems etc. - we will invite you to attend for a review

Flu Jab Reminders

It is very important that you let us know your mobile number or any changes to your existing mobile number.

PRESCRIPTIONS

Please respond to messages on prescriptions for blood pressure/asthma checks/diabetic checks/blood tests/medication reviews. A lot of the doctor's time is taken up on checking that everything is up-to-date on every prescription request. Thank you.

PATIENT ACCESS



A reminder that you can book appointments, order repeat prescriptions and see some of the information in your GP records, including medications and allergies online. Please ask at Reception if you would like to register for this service. Each family member will need to have their own individual email address in order to use this service.

SPECSAVERS EYE HEALTH



Specsavers can now help you manage more complex eye health conditions, such as pre and post cataract surgery care, diabetic retinopathy,

glaucoma and other eye conditions. These services are delivered on behalf of the NHS, so there is no cost to you.

You do not need a referral from your GP to access this service.

Follow the link for advice on their website for the following conditions

Watering eyes

Red eye

Glaucoma

Dry eyes

Diabetic retinopathy and screening

Cataracts

Blepharitis

Macular Degeneration

Floater

Or call 01323 649767



Bank Holiday Monday 29th May 2017

Thursday 8th June 2017
(Doctor Training Afternoon)

Thursday 13th July 2017
(Doctor Training Afternoon)

August Bank Holiday 28th August 2017

In This Edition

Page 1

Editors Comments

Personnel

Dr Nayak

Possible Merger with Green

Street Surgery

List Closure

Page 2

Patient Participation Group

SMS Text Messaging Service

Prescriptions

Patient Access

Spec Savers Eye Health

Closed