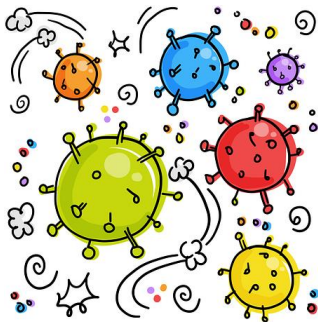


Newsletter - Winter 2022

New Practice Manager

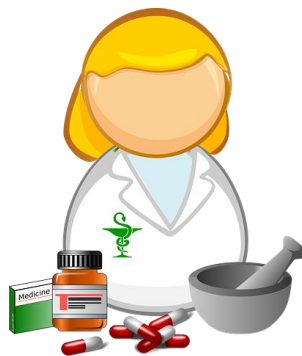
The partners at Hartland Way are delighted to announce the appointment of the new Practice Manager, **Elisabetta Vescio** who joined the practice on the 12th December 2022 and are very excited by what Elisabetta will bring to the practice in this very important role over the coming years.



Flu Vaccination

We encourage all of our patients over the age of 50 to have a flu vaccination and those in the various at risk groups. The surgery will be contacting patients in these groups to offer a vaccination appointment. More information can be found on the Hartland Way website: www.hartlandwaysurgery.nhs.uk

If you have a minor health concern and are having difficulty obtaining a doctors appointment, a pharmacist, who is a qualified health professional can offer advice and over the counter medicines for a wide range of minor health concerns and common problems such as cough, colds, aches and pains.



Please let the surgery know as soon as possible if any of your contact details change, such as address, email, telephone or mobile number. It is important that we have up to date contact information in case we need to contact you.



Hartland Way Surgery

CQC overall rating

GOOD

15th July 2022

Hartland Way Surgery

1 Hartland Way

Croydon

CR0 8RG

020 8777 7215

Practice Partners

Dr Lydia Osei-Boateng

Dr A R Ingram

Ms Rena Amin

Out of Hours Service

If you need urgent access to a GP when the surgery is closed, ring the NHS non-emergency number: **111**. Calls are free from landlines and mobile phones.

Carers

Do you look after someone who is ill, frail, disabled or mentally ill? We are interested in identifying carers, especially those who may be caring without support. For further information, please ask at reception for a carers identification form or ask to speak with our carers champion:

Lyndsey Booth

Hartland Way surgery is part of the Croydon Primary Care (Super) Network (PCN) and as a result is able to provide the following services.

First Contact Practitioner (FCP)

The FCP is the first point of contact for patients with issues relating to joint and back pain. A FCP is a physiotherapist who is professionally qualified to treat patients without a referral from a GP or a Physiotherapy Department which would normally involve a long wait to receive an appointment.

Social Prescriber

The role of the Social Prescriber is to assess the needs of the patient in order to determine the support and care they need to help improve their health, wellbeing and social welfare by connecting them to a range of non clinical community support groups which provide help in areas such as budgeting, financial assistance, loneliness, local social clubs or groups.

Care Coordinator

Care Coordinators play an important role within our PCN to proactively identify and work with people, including the frail/ elderly and those with long-term conditions, provide coordination and navigation of care and support across health and care services.

Pharmacy Team

Clinical pharmacists and pharmacy technicians are increasingly working as part of the general practice team. Our clinical pharmacists are highly qualified experts in medicines and can help



people in a range of ways. This includes carrying out structured medication reviews for patients with ongoing health problems and improving patient safety, outcomes and value through a person-centred approach.

PCN Paramedic

PCN paramedics work independently within the PCN, using their enhanced clinical assessment and treatment skills, to assess and manage patients presenting with minor illness or injury, abdominal pains, chest pains and headaches. Our PCN paramedics are involved extensively with housebound patients for vaccines, blood tests and health checks.

The Friends and Family Test

"We need your feedback"



If after visiting the surgery you receive a text message asking "How was your recent experience", please click on the link to leave anonymous feedback, so that we know what is working well and what could be improved.

TRAVEL CLINIC

If you are planning to travel abroad and you wish to receive travel health advice at the surgery please note, you will need to collect a pre-travel questionnaire 6-8 weeks before you travel from Reception or you can download the form from the practice website www.hartlandwaysurgery.nhs.uk

It is important to make the initial appointment as early as possible - at least 6 weeks before you travel - as a second appointment will be required with the practice nurse to actually receive the vaccinations. More information can be found on the website.

