

Newsletter

Winter/Spring - 2024/25

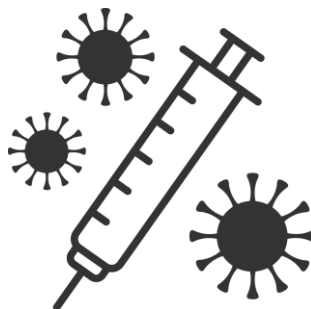
Doctors and staff at Hartland Way recently said goodbye to Dr Ziaulla who has now left to join another practice and Lyndsey Booth who has been a receptionist at the practice for seven years and a GP assistant for the last two years. Lyndsey is moving to her new home in Eastbourne and said she will miss all her colleagues and patients she has known during her time working at the practice.



RSV (Respiratory Syncytial Virus) is responsible for a lot of winter illness which can cause serious complications in older adults. As a result, patients aged 75 to 79 are now offered protection with a single dose of RSV vaccine. If you are not yet 75 the NHS will invite you for a vaccination once you turn 75. If you are pregnant, you are also eligible as immunisation will help protect your baby.



It's not too late to help protect yourself from the flu virus this winter. The flu vaccination is offered free if you are aged 65+, have an existing health problem, are a carer or pregnant. Protect yourself and those around you as flu can be a serious or life-threatening illness. Please call the surgery or book through the 'AskFirst' app to make an appointment.



Hospital Emergency Departments and Treatment Centres are extremely busy during the winter period. Where possible, please use NHS 111, visit your local pharmacy, use the 'AskFirst' app symptom checker for recommended treatment or contact the surgery. However, if you do have an **urgent** or **life threatening** emergency call **999** immediately.



Hartland Way Surgery

CQC overall rating

GOOD

15th July 2022

Hartland Way Surgery

1 Hartland Way

Croydon

CR0 8RG

020 8777 7215

Practice Doctors

Dr Lydia Osei-Boateng

Dr Anna Ingram

Dr Shabbar Asharia

Dr Helen Walker

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.

Patients contact details

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.

Practice News Update

There have been a number of staff changes at the practice recently, with Dr Ziaulla leaving to join another practice and joining the team at Hartland Way are Dr Helen Walker and Dr Shabbar Asharia. Following Lyndsey Booth leaving, Shirley Freedman who you may know from being on reception is the new Carers Champion for the practice. The practice manager Elisabetta Vescio will be on maternity leave from the end of January 2025.

For those calling the surgery you will have noticed the successful introduction of the new telephone call handling system which has provided enhanced queuing, so no more morning rush to ring the surgery together with recording and call back features.

For patient and staff safety CCTV and a new improved alarm system has been installed in the premises.

To ensure those patients requiring more urgent care are seen more quickly, the practice is introducing a pilot triage system (Accurx Triage). Initially the pilot triage system will only take place on the Monday of each week, starting in January 2025. When a patient calls the surgery for an appointment the receptionist will direct them to the practice website to complete a short form regarding the appointment request which will then be sent directly to either Dr Ingram or Dr Osei-Boateng to review and triage. This will be a gradual phased introduction to review and address any issues that may arise and to alleviate any patient concerns. For those patients without internet access, the receptionist will complete the form for them and forward to the doctor to review and triage.

Following the recent budget changes regarding minimum wage and National Insurance changes which will significantly increase operational costs for GP practices, the General Practitioners Committee have expressed serious concerns regarding the financial risk that these changes pose for General Practice to NHS England and the Department of Health and Social Care.

We currently have a number of new reception staff so please be understanding and bear with us while they are fully trained in their new role. In addition, Nicola is taking on the role of admin coordinator and Pallavi is taking on the role of reception coordinator. This together with Amy who is an experienced practice manager providing cover for two days a week while Elisabetta is on maternity leave, will ensure the practice continues to function smoothly and efficiently as normal.

Please remember, if you cannot attend or no longer need an appointment, please ring us in advance - ideally 24 hours before the scheduled appointment so that we can offer the

appointment slot to another patient. Where a patient has been declined an appointment because clinicians are fully booked it is extremely disappointing when one of those booked appointments Does Not Attend (DNA). During November 947 patients had a face-to-face appointments, 58 patients DNA without informing the surgery. If you are unable to attend or no longer require an appointment, please let the surgery know on 020 8777 7215, text back to your reminder message or visit the practice in person.

Finally, from the 1/12/2023, Hartland Way practice have had 1,536 responses to the Friends and Family Test asking "How likely are you to recommend our services" with the following results: Extremely Likely 1,085 (70.6%), Likely 334 (21.8%), Neither likely nor unlikely 41 (2.7%), Unlikely 36 (2.4%), Extremely unlikely 39 (2.5%). Although at Hartland Way we strive to ensure all patients are happy with the service provided and review all reported concerns, we are pleased that 92% of reports indicate patients were either Extremely likely or Likely to recommend our services.

Pharmacy First Service

Earlier this year NHS England launched the 'Pharmacy First Service', which enables pharmacies to treat and prescribe treatments for seven common conditions without the need for a GP appointment or prescription. This new service is helping to free up valuable GP appointment slots to enable those patients requiring more urgent treatment to be seen more quickly. At the same time enabling patients with any of these seven common conditions to receive high quality and safe health care from their local pharmacy without the need for a GP appointment.

The seven common conditions and the ages that can be treated are, Sinusitis (aged 12 years and over), Sore throat (aged 5 years and over), Earache (aged 1 to 17 years), Infected insect bites, Impetigo (bacterial infection), Shingles (aged 18 years and over), Uncomplicated urinary tract in woman (aged 16 to 64 years). If you are not within these age ranges, a pharmacist can still offer advice, but you may need to see a GP for treatment.

After all patient consultations the pharmacist will send a notification to the patients GP to record and update their medical record.

The pharmacist will be able to speak to you privately in a separate consultation room where they may perform an examination or ask for permission to access your medical records. The pharmacist will recommend the best course of action on an individual patient basis. Patients are able to book a Pharmacy First consultation themselves using the link <https://www.patienttrriage.co.uk/hartland-way-surgery?serviceId=b33c1f59-66fb-410b-aa6d-f42674d334f8> or from the Hartland Way website by selecting 'Pharmacy First Self Referral'.