

SPRING NEWSLETTER 2023

Flu and Covid Vaccinations 2023



Covid Spring Booster:

We are currently planning our spring booster clinics. This is expected to start in May. We kindly ask patients not to contact the surgery at present. We will be in contact with you once all details are finalised.

Flu 2023/24

We are hoping to hold our flu clinics mid-late September 2023. Patients will be contacted once dates are finalised. We will run several clinics during the week and some weekends.

Annual Reviews

Please remember to book in for your annual reviews.

We offer heart, COPD, asthma and diabetic reviews. You may be sent a reminder via SMS (it is very important we have your correct mobile number for this), by verbal invitation or through the post just before your birthday month.

Please make sure you read carefully as there may be certain things you need to carry out before seeing the specific nurse.

Staff changes

We said goodbye to Dr Angela Mooney, who has been a treasured GP at Abbeywell for 31 years! Thank you to all those who wished her well as she steps in to the next phase in life – a well deserved retirement!

A warm hello to Dr Louise Evans, who has joined us our newest GP partner. Dr Evans has been a GP for 15 years and a lot of experience with her. Dr Mooney's patients has now been transferred over to Dr Evans.

Welcome to Laura and Sarah, our new practice nurses. They have both been in nurses in the NHS for several years and you will see them around at the surgery.

Welcome to Leanne, our new Administration Manager who started with us in February. Leanne has been a manager in Primary care for several years and with work alongside Ray and Emma.

Finally, we said goodbye to Karen, who had been a valued member of our dispensary team for the past 17 years. We wish Karen all the very best in all her future endeavours

Partners

Dr Tracey Ryan, Dr Simon Lippiett, Dr Daniel Boaden, Dr William Fraser
Dr Anthony Mah, Dr Claire Hodgekiss, Dr Louise Evans

Telephones

#Hellomynameis Campaign was started by Dr Kate Granger MBE to emphasise the importance of compassionate care and focuses on health professionals introducing themselves to patients.

Our receptionists will now introduce themselves when answering calls to allow our patients to further build strong relationships and to reference on a follow up call.

We need you!

Your Practice needs new PPG members so that patients can be involved by working together with the staff to share ideas to help improve the services offered at the practice. Our PPG has in the past been successful in several initiatives that have been welcomed by patients. If you are interested in joining our PPG, please leave your details with one of the receptionist or email hiowicb-hsi.abbeywellsurgery@nhs.net.

Research

Abbeywell surgery was the 2nd highest recruiter in Primary Care for Harmonie Study and awarded 8th highest across all healthcare services in the UK.

We currently have several new studies ongoing; Treat2Target (Gout Study), GMRx2 (hypertension), Prefix (to determine if a respiratory infection is bacterial or viral), Acne Care Online, Long Covid, BLIS and many more.

Please contact our Research Team if you wish to check your eligibility in any of these studies.

Healthier Together (For Children, Pregnant ladies and others)

Did you know you can receive instant health information and support for your children?

Download the Healthier Together App on your smartphone or find more information on <https://what0-18.nhs.uk/>

Repeat Prescriptions

Kindly note that it is your responsibility to ensure you have a sufficient supply of repeat medications. This is especially true during weekends and public holidays. Make sure that you check your medicine supply regularly.

You can order your repeat prescription via email, NHS App, Patient Access, in person at surgery or through your local pharmacy. If you have run out of any medication which you take regularly, you can secure an emergency supply by requesting this via NHS 111 Online.

To allow our doctors and prescription clerks to process your request efficiently, **we now require 3 working days to complete any prescription request.** Completing a prescription is not an easy task. This involves the clerk carefully checking your record and the GP doing the same and signing this off in between clinics

Zero Tolerance Policy

A gentle reminder that Abbeywell Surgery operates a zero tolerance policy and we will not stand abuse against staff. Any such behaviour will see a warning letter sent to the patient and a repetition might see you removed from the practice list.