Dear PPG,

Welcome to our third quarter newsletter for year 2022/2023. This quarter we don’t have much to update/discuss, so I will just update you on a few areas.

**Staff changes/updates:** So at present we don’t have any new members starting at the practice but we are in the process of recruiting a new nurse to replace Megan.

As we don’t have new staff members starting I thought it may be useful to refresh everyone on the staff we do have in practice:

1. We have 6 General Practitioners (GPs)
   1. Dr Earnshaw
   2. Dr Swann
   3. Dr Thagia
   4. Dr Nakhuda
   5. Dr Ahmed – Salaried GP
   6. Dr Ward – Trainee GP
2. One Advanced Practitioner – Imrane Bana
3. One Practice Nurse (PN) – Cheryl
4. One Healthcare Assistant (HCA) – Sharmane
5. One Nursing Associate (NA) - Lizzi (Employed and Managed under the Primary Care Network)
6. One Mental Health Practitioner – Ian (Employed and Managed under the Primary Care Network)
7. One Paramedic – David (Employed and Managed under the Primary Care Network)
8. One Musculoskeletal (MSK) – James (Employed and Managed under the Primary Care Network)
9. One Trainee Associate Psychological Practitioners (TAPP) – Helen (Employed and Managed under the Primary Care Network)
10. Two Pharmacists – Raeesa and Nabeelah (Employed and Managed under the Primary Care Network)
11. One Social Prescriber Link Worker – Andrea (Employed and Managed under the Primary Care Network)

**Phones:** We have now been moved over to a new phone system which enables patients to be put in a queue. This was suggested by a few patients from feedback and it will allow patients to know what position they are in, to speak to a member of the reception team.

**Website:** We have also updated our website, unfortunately I was unable to let patients access this before the live date to give feedback. This has now been in place for a couple of months and it would be nice to have some feedback.

**Friends and Family Feedback**: We have received 381 responses overall for the months Aug - Oct, when we break it down into areas we scored:

* 254 Very Good,
* 83 Good,
* 17 Neither good nor poor,
* 15 Poor
* 2 very Poor.

The type of feedback we received was:

* Half an hour to get through so no appointments left
* The doctor couldn't wait to get off the phone
* A pleasant attitude and a good Doctor."
* Very helpful receptionist. Doctor very pleasant and listened to what I had to say and gave good advice
* Surgery improving still need the appointment system sorting out
* The Nurse knew her job and was very relaxed which made me relaxed and I don't do relaxed very often."
* New service better even reception or GP specially Mr. Tom receptionist good talking and Mr. Bana my GP listening very carefully to patient and good behaviour
* I don’t like the new telephone answering service. I had two phones ringing your number and on both of them I was 9 in the queue, it’s very stressful waiting and listening to that awful music. Please change it back

All the feedback we receive are fed back and discussed as a team or the office manager will cascade down to the team. All the information is also available on our website under the heading **‘Friends and Family Test information and Practice Results’**

**Flu Clinics:** We are still working through the flu’s vaccinations and if you haven’t heard from us yet please don’t wait and contact the practice. We are trying our best to work through the lists of eligible patients and organising a home visit clinic. You are also able to book a flu appointment via the website which takes you to the patient access area.

**Please email back with areas you wish me to discuss or if you have anything you would like to me to look into.**

As always the practice values feedback and suggestions.

Take care, Keep safe

Dr Earnshaw and Partners