

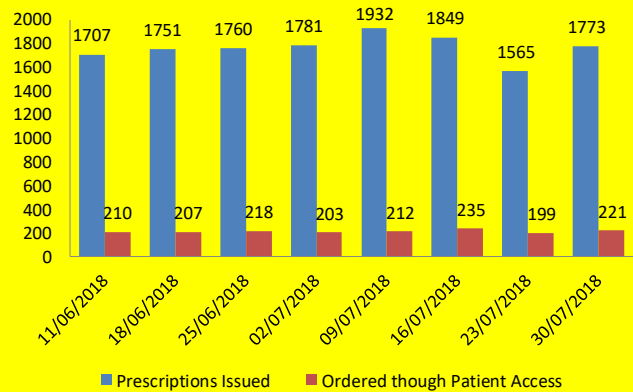
## NEWSLETTER – AUTUMN 2018

### PRACTICES MERGER UPDATE EDITION

#### Introduction

Contents	Page/s
Introduction	1
Tribute to Sue Grimshaw	1
CHC Statistics	1
Patient Numbers	1
Prescriptions Issued	1
Appointment Statistics	1 & 2
<b>New</b> , Extra GP Appointments	2
Practice Team	2
Are You A Carer?	2
<b>New</b> , Family Planning Clinic for Implants	2
Patient Participation Group, Membership	2

#### Prescriptions Issued



This newsletter provides an update on the latest merger changes and gives some statistics about the new practice. We have also taken the opportunity to give a fuller staff listing.

#### In Memory of Sue Grimshaw

Sue started with the Bridge Practice 24 years ago as a receptionist and from there developed her skills to become deputy manager prior to becoming the Practice Manager 3 years ago.

She loved her job and enjoyed doing her best for patients and staff alike whilst running the practice smoothly and efficiently. She was a great colleague to work with, supportive with a quick sense of humour.

She was enthusiastic about everything, a friend to all and was very popular infiltrating many lives with her generous, fun loving nature and was always the star at our Christmas party in the most glamorous outfits.

Sue became unwell last year and sadly died unexpectedly on 29/05/2018.

She will be missed by all those who knew and worked with her and we extend our sympathies to all her family.

by Dr Christine Canty on behalf of all practice staff and patients who knew Sue.

#### CHC Statistics\*

##### Patient Numbers

On the 31st March 2018 the Abbey and Bridge Practices had **11,492** and **8,328** patients respectively. After merging this rose to **19,820** on the 20th July, including new registrations and CHC is still open to new applicants. Joining details can be found at the CHC website:-[www.chertseyhealthcentre.nhs.uk](http://www.chertseyhealthcentre.nhs.uk)

In the 7 weeks that prescription data is available a total of **14,118** were issued and of these **1,705** were processed through the Patient Access system. This equates to an annual number of **104,876** and **12,665** respectively i.e. only **12%** by the on-line system. These numbers are based on a sample of issues in summer time and the realistic totals are likely to be higher due to winter needs. It is less demanding on the Practice to have as many issues possible made through Patient Access. This system has had some problems with logging-on post merger but the system is currently working well and all patients with on-line access are requested to use it. Full details may be found on the CHC website show above.

#### Number of Daily Appointments between 11th June and 31st July 2018

Date	Total	Date	Total	Date	Total
11-Jun-18	329	28-Jun-18	245	16-Jul-18	374
12-Jun-18	223	29-Jun-18	249	17-Jul-18	301
13-Jun-18	273	30-Jun-18	4	18-Jul-18	293
14-Jun-18	229	02-Jul-18	366	19-Jul-18	209
15-Jun-18	253	03-Jul-18	259	20-Jul-18	206
16-Jun-18	3	04-Jul-18	298	21-Jul-18	8
18-Jun-18	388	05-Jul-18	254	23-Jul-18	295
19-Jun-18	275	06-Jul-18	260	24-Jul-18	267
20-Jun-18	309	07-Jul-18	10	25-Jul-18	260
21-Jun-18	203	09-Jul-18	360	26-Jul-18	187
22-Jun-18	263	10-Jul-18	262	27-Jul-18	237
23-Jun-18	6	11-Jul-18	305	28-Jul-18	8
25-Jun-18	409	12-Jul-18	252	30-Jul-18	304
26-Jun-18	257	13-Jul-18	233	31-Jul-18	244
27-Jun-18	339	14-Jul-18	5	Overall Total	<b>10,314</b>

Between 11th June and 31st July 2018 there were **10,314** patient appointments which equates to **71,510** appointments annually with the same com-

## Daily Appointments contd.

ments regarding winter demands as in prescriptions above. Each appointment has to be made by telephone, on-line or in person and again the more that can be made on-line will relieve our receptionists for other things. It is noteworthy that Mondays are the busiest of the week and to be avoided if at all possible.

### New, Extra GP Appointments

A new national 'Extended Access' initiative, has just been introduced which will improve access to primary care services in North West Surrey. This means, in addition to being able to book GP appointments at your local practice, you will also have access to additional appointments during the evenings and at weekends at a number of locations across the local area. These are bookable through reception and more details can be found on the CHC website.

### Practice Team

#### Management Team

First name	Surname	Role
Denise	Lewis	Lead Receptionist
Kendra	Hay	Practice Manager
Nicole	Bhattacharya	IT/Admin Manager

#### Reception/Admin Team

Lorraine	Belford	Reception/Admin
Jan	Brown	Reception/Admin
Jo	Clough	Reception
Shelley	Crookes	Admin
Philomena	Evans	Reception
Fran	Haider	Reception
Lauren	Hay	Admin
Jackie	Loveridge	Admin
Claire	Nimmo	Reception/Admin
Lesley	Reed	Reception
Di	Warwick	Admin - script clerk

#### Secretaries

Steph	Audsley	Reception/secretary
Wendy	Hopkins	Secretary
Pat	Taylor	Secretary

#### Doctors

Neville	Blewitt	Senior GP Partner
Farhad	Daruwalla	Salaried GP
Janet	Krol	GP Partner
Nicki	Mantel-Cooper	GP Partner
Ruth	Moore	GP Partner
Rajiv	Sharma	GP Partner
Krishanthan	Sripathy	GP Partner
Faiza	Zafar	Salaried GP

#### Practice Nurses

Frances	Bayton-Clark	Nurse Practitioner
Aileen	Davis	Practice nurse
Jeanette	Goddard	Practice nurse
Anne-Maria	Hobbs	Practice nurse
Claire	Kemp	Practice nurse
Sue	Kimble	HCA

## Are You a Carer?

Are you a carer or cared for? Do you care for someone who could not manage without you or are you someone that is cared for?

It is important that carers stay as fit and healthy as possible. We want to help carers, however we can only do this if you let us know you are a carer and register yourself as a carer using the Carer Registration Form (see below).

Under NHS regulations all GPs are required to compile a register of carers. This identifies carers and their needs so that support can be offered when needed if you care for a relative, friend or neighbour who is dependent on that help. The person being cared for may be handicapped, have a debilitating physical or mental illness or be in frail health and can be any age.

### Register with us as a Carer

We may be able to help you and ensure that your own health needs are met in the most appropriate way. To do this please register with us as a carer:

- Use our on-line Carer Registration Form or
- Pick up the form at reception and complete it there.

### New, Family Planning Clinic for Implants

The current clinic has now introduced an implant service. To make an appointment or find out more ask at Reception to see Jeanette Goddard, the Practice Nurse or your GP.

### Patient Participation Group

A Patient Participation Group (PPG) is where a group of health professionals and patients can come together to address issues that effect health and related services in their local community. Usually connected to a particular GP practice, patient forums provide a link between practice staff and their registered patients.

The agenda of any particular group will depend upon the local needs, interests and energies of the participants, but its key role is to:-

- Enable patients to have a say on how the practice operates
- Provide feedback on new systems within the practice
- Act as a sounding board for ideas
- Support the practice to provide a high quality of care and service delivery

If you would like to join please complete our on-line PPG joining form or contact Nicole Bhattacharya on:-

**01932 565655**

We look forward to hearing from you.

\* Acknowledgement and thanks to:-

Nicole Bhattacharya and Denise Lewis of the CHC team for their contributions.