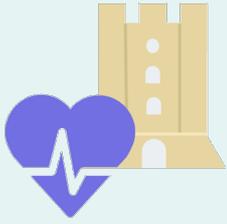


NEW BARN CLOSE SURGERY

NEWSLETTER

AUTUMN 2022



Marking One Year At The New Barn Close Surgery Premises...



It has been nearly one year since we have moved into our new premises on Station Road, and what a year it has been! We have encountered some bumps in the road as we've been settling in to the new building and have made some changes with regards to the services we provide. We continue to learn to adapt and accommodate new ways of working in our new premises as we strive to always improve our service for patients.

Many of our patients would have had the opportunity to visit the new premises for the first time last year when we opened the surgery for our Flu Clinic. This year, we are doing the same and opening the Surgery on Saturday 15th October for a joint Flu and COVID clinic, this is a pre-booked clinic, not a drop in session, and is now fully booked however many more appointments will be available throughout October and November! These clinics take a lot of effort to organize and run by the clinicians, administrative staff and volunteers involved so a big 'thank you' to all involved!

This Newsletter is the first that there has been for quite a while and especially being the first since we've made so many changes to New Barn Close, we wanted to take this opportunity to outline those changes in our services, staff and guidelines. We also wanted to say a huge thank you to our patients, who have been so understanding and patient during this time! We always really appreciate your support and kind words.

Special points of interest:

- Important information
- Improving our services
- New staff
- Activity insights from this year.
- Health promotion
- Our PPG

Important Information

FLU & COVID Under the advice, those eligible for a further dose will be:

- All adults aged 50 years and over
- Those aged 5 to 49 years in a clinical risk group, including pregnant women
- Those aged 5 to 49 years who are household contacts of people with immunosuppression
- Those aged 16 to 49 years who are carers
- Residents in a care home for older adults and staff working in care homes for older adults
- Frontline health and social care workers

Multiple Clinics are available at the surgery if you have not already booked in!

Improving our services available to patients

Dispensary

We are acutely aware there have been problems within our dispensary – our patients have been telling us this and we have been listening.

Please be reassured that the team are working extremely hard to resolve the issues that are within our control. We have introduced new procedures and processes and this new system is working and we expect to see an improved patient experience.

There is, however, a national shortage of medication and stock which has been well publicised in the National Press and this is out of our control. With 12,000 items dispensed every month this will unfortunately affect some of our patients; we are communicating directly with these patients with the aim to get their medication as quickly as we are able.

We thank all our patients for their continued support during this post COVID recovery period. Please be kind to all our staff.

AccuRx Patient Triage

The Patient Triage web-based online solution which allows patients to submit either a medical query or an administrative request to your registered GP practice.

When wanting to submit a query to your GP practice you will need to visit our website. A link should be provided that allows you to begin submitting your query. However, if this is not clear then you will need to contact your GP practice.

Enhanced Access

New Barn Close Surgery is part of a national effort to provide sufficient routine appointments at evenings and weekends to meet locally determined demand, alongside effective access to out-of-hours and urgent care services.

Vale of Evesham PCN Practices are working together to provide access to the right person, providing the right care, in the right place at the right time by providing a limited number of additional routine appointments on some evenings and Saturdays with a GP, Pharmacist, Nurse Practitioner.

In the first instance patients should contact us to book into one of these slots.

New Staff

We have welcomed new members of staff in all departments at the Surgery over the last year. We have an ever-growing team here at New Barn Close and expanding our team is something we welcome with open arms! Thank you to all of those who have joined us at New Barn Close, including...

Practice Manager

Jean Taylor, who has been practice manager here at New Barn Close since 2015, is retiring this October.

Jean has been a tremendous manager and leader of change and progress within the practice. Her dedication and care for all staff and patients is something we are all so thankful for, as we have the privilege of benefiting from. We will all miss Jean dearly, and we wish her the very best for her retirement and thank Jean for her service here.

We are pleased to announce our new Practice Manager, Jenny Yates, started this month and has been working alongside Jean the past few weeks.

Doctors

Dr Sarah Morgan — Long term Maternity Cover

Management and Admin

Megan — IT Manager

Hannah — Administrator

Fiona — Scanner

Nurses

Lindsey — Practice Nurse (starting 31st October)

Reception

Nina — Medical Receptionist

Lia — Medical Receptionist

Sarah — Medical Receptionist

Dispensary

Debra — Dispensary Administrator

Stacey — Counter assistant

Activity insights from the last year

In the last year the practice has :

- Offered **31,018** GP appointments
- Offered **24,043** Nurse appointments
- Dispensed approximately **132,000** items to our patients
- We answered approximately **62,500** phone calls
- We have had **909** patients **did not attend appointments** face to face. **678** of which were patients with multiple appointments not attended

If you cannot make it to your appointment or no longer need a consultation, please let the surgery know in advance so the appointment can be filled by another patient.

Health Promotion

Stoptober -Encouraging the nation's smokers to make a quit attempt for the month of October and beyond.

Breast Cancer Awareness Month -To raise awareness for the disease and to raise funds for research. Information and free resources to help you with local campaigns.

Movember -Responsible for thousands of moustaches on men's faces in the UK and around the world. The aim of Movember is to raise vital funds and awareness for men's health.

Your Patient Participation Group (PPG) Needs YOU!

Are you interested in how your GP practice works and the health services which it delivers?

If so the PPG could be for you.

Contact the Chair Marion Davies– mariondavies.home@btinternet.com

Opening hours:

- **Monday** 8:00—18:30
- **Tuesday** 8:00—18:30
- **Wednesday** 8:00—18:30
- **Thursday** 8:00—18:30
- **Friday** 8:00—18:30
- **Saturday** Closed
- **Sunday** Closed

Phone Lines

Appointments & General Enquiry's

08:30-13:00

14:00 -17:30

Dispensary

09:00-11:30

14:30 -16:30

