



Hart Health Partnership Newsletter

Welcome to our Autumn 2023 newsletter

www.harthealth.nhs.uk

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Autumn 2023

It's hard to believe six months have passed since our merger to become Hart Health Partnership! So as the leaves start to fall and the nights draw in, it is time to reflect on our progress and celebrate what we have achieved during this rollercoaster few months!

Read on and find out what's been happening and what we have in store in the coming months...



WHERE ARE WE NOW?



Both Fleet Medical Centre & Branksomewood Road Surgeries remain open and have been future-proofed by a Partnership of nine GPs and a team of more than 90 loyal and hardworking staff

We hope that work will begin in the next few months to create three new clinical rooms at our BWR site, increasing the space available to consult with patients



We have recruited an amazing six new receptionists after our recruitment drive. We have retained a full team and are almost fully-staffed. *Please help us ensure a safe workplace by being kind and polite when you call or visit the practice.*

Our junior doctor trainees are now well settled and offer great contribution to our team at Hart Health Partnership.



This spring our team administered over 3,000 spring covid booster vaccinations and over a recent six-week period, we delivered 6,000 flu and Covid boosters

DO YOU NEED A VACCINATION?

We offer more than flu and Covid vaccinations! It's very important that eligible people are immunised to protect them from viral infections to which they may be vulnerable. These include **Shingles**, **Pneumonia**, and of course **all childhood immunisations**.

If you think you may be eligible or due these vaccinations please see the information later on in this newsletter or contact reception.



KEEPING A HEALTHY BODY AND MIND THIS WINTER

There is a range of useful resource websites and apps you can download to help you stay on top of your mental and physical health.



Healthier Together

Local advice and support to help manage and improve the health and wellbeing of babies, children, and young people

frimley-healthiertogether.nhs.uk

mind.org.uk



Go online 111.nhs.uk or call 111

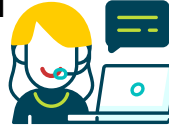
111.nhs.uk

TEAM UPDATE



PLEASE BE KIND AND RESPECTFUL TO OUR TEAM

Our recent successful receptionist recruitment has brought us SIX new staff members, Jess, Kelly, Louise, Roxanne, & Rachele who've all been trained and join our existing amazing, experienced team. We aim to answer your calls faster, although the practice is now busier than ever.



OUR TEAM

PARTNERS:

Dr Nina Durasamy
 Dr Holly Fletcher
 Dr Nicky Townsend
 Dr Poorvie Hewa Pathiranga
 Dr Siji John
 Dr Arfan Ahmed
 Dr Karuna Sharma
 Dr Tom Chetcuti
 Dr Rhys Williams

SALARIED GPs:

Dr Katie Wright,
 Dr Lucy Salmons,
 Dr Lucy Bull,
 Dr Mandy Cofie,
 Dr Charlene Faure,
 Dr Amy Chandler,
 Dr Steven Clarke,
 Dr Suzanne Renshaw,
 Dr Tim Ellis,
 Dr Rachel Bird,
 Dr Minal Patel,
 Dr Aliaa Zaki

JUNIOR DOCTORS:

Dr Daniel Burke,
 Dr James Harrison,
 Dr Victor Ige,
 Dr Sobia Kashif,
 Dr Monish Sudharka,
 Dr Mariya Kanwal

HEAD OF NURSING:

Helen Grainger
 URGENT CARE TEAM LEADER: Verity Snook

PRACTICE MANAGERS:

Steve Cardwell,
 Steve Wells

DEPUTY PRACTICE MGR:

Chloe Cobern,

PATIENT LIAISON MGR:

Debbie Maguire

OPERATIONS SUPERVISOR:

Davina Mason

DEPUTY RECEPTION MGR:

Claire Chisholm



Dr Lucy Bull, Dr Mandy Cofie and Dr Ruth Varney all safely welcomed their babies over the summer. All are doing well and enjoying precious family time. We look forward to seeing them when they return to work in Summer 2024.

In the meantime, Dr Andy Teo and Dr Ash Bagheri are experienced locum GPs who are well known to us and will be covering Dr Cofie & Dr Bull respectively.



Karis, who was our student nurse on placement with our wonderful nursing team over the summer, is now fully qualified and we are delighted she has decided to join our team as a practice nurse.

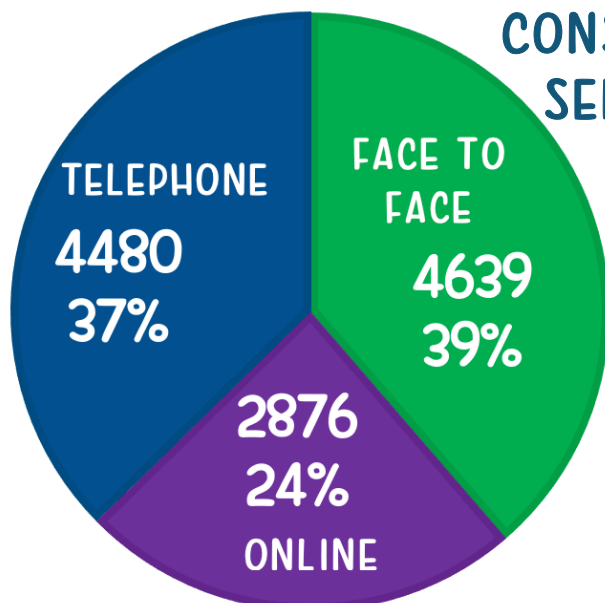


We're also very proud of Louise Barkham, who passed her nurse associate qualification with distinction! They will both be developing their nursing team roles over the coming months.



We welcomed more Junior Doctors in August. Dr Daniel Burke, Dr James Harrison, Dr Victor Ige, Dr Sobia Kashif, as well as Dr Mariya Kanwal, who has been with us for a year now. The next batch of junior doctors will join us in December.

Welcome also to Karen, our new PA to the Practice Managers whose admin skills dazzle us every day.



CONSULTATIONS IN SEPTEMBER WITH HHP PATIENTS:

11,995

Industrial Action:

GPs haven't yet been balloted on action, but there's extra pressure on us from action affecting hospital services. We support the principles of the junior doctors' strike, but are not their direct employers. We're working with them to minimise disruption



HART HEALTH NEWS UPDATE

ACCESS TO YOUR MEDICAL RECORDS

It is now possible to request online access to medical records. Patients will be able to see their full general practice health record including free text, letters and documents. This does not apply to historic, or past health information unless you have already been given access to this.

This will be particularly useful if you need to review what you have discussed with your healthcare professional.

For more information on how to register for full access to your medical record please email frimleyicb.hhp.admin@nhs.

ANTIMICROBIAL AWARENESS

World Antimicrobial Awareness Week (18-24 Nov) is a global campaign to raise awareness of **antimicrobial resistance** (AMR) and reduce the emergence and spread of drug-resistant infections.

AMR occurs when bacteria, viruses, fungi and parasites no longer respond to antibiotics and other antimicrobial agents. It affects everything, threatening humans, animals, plants and the environment.

This means infections become difficult or impossible to treat, increasing the risk of disease spread, severe illness and death. See the image for advice

PREVENTING ANTIMICROBIAL RESISTANCE TOGETHER



Antibiotics
Antivirals
Antifungals
Antiparasitics

DRUG SHORTAGES

You may have been hearing about recent shortages of some medications such as HRT and ADHD meds.



There are many reasons for this including manufacturing issues, transport or a recall over quality and safety issues. There can also be a sudden increase in demand.

STEPS TO TAKE

1. Order your medication in good time (but no more than seven days before it's due).
2. Only order medicines that you need. Avoid stockpiling medication so you don't risk having unused medicine that has expired.
3. Pharmacies use a range of wholesalers and distributors, so if your usual pharmacy is out-of-stock, try other pharmacies to fulfil your prescription before asking your GP for an alternative.

SEND INFORMATION SESSION FOR PARENT CARERS IN FLEET



When your child has an additional need, long-term medical condition or disability, you may feel scared, confused and alone.

In early 2024, HHP, along with the Fleet PCN Practices, are planning a coffee morning session aimed at parents and carers of children/young people aged 0-25 who have special educational needs and/or disabilities (SEND).

It's aimed at providing information and resources for health and education, and explaining your child's rights to get the help you need. It'll also be a chance to meet other similar parents.

The session will be led by HHP's Dr Nina and PPG volunteer Tania, founder of the Special Needs Jungle website. Watch out for more details soon. If you run a local group and would like to be involved, email tania@specialneedsjungle.com

URGENT CARE: WHEN YOU NEED MEDICAL ADVICE TODAY



Our Receptionists and Admins are trained to “care navigate” phone calls and e-consults coming into the surgery. This means they work to an algorithm designed by the GPs to route your case through to the appropriate team member.

SAME DAY

For same-day problems, your details will be added to our **triage list**. However, you may be offered advice about self care or other services that may be able to help you with your health issue without the need for a surgery appointment, e.g. Bracknell Minor Injuries Unit, your local pharmacist, NHS 111, health visitor or mental health services such as MIND or The Safe Haven.

URGENT CARE HUB

A team of seven practitioners, a mix of paramedic practitioners and advanced nurse practitioners work from our **Urgent Care Hub** at Branksomewood Road Surgery.

Verity, Suzie, Chris, Bonnie, Katie, Sam and Susie work with the duty doctor throughout each day to triage and prioritise the daily consultation requests.

Patients who are clinically in need of prompt review will be phoned or texted so we can quickly deal with their issue. Those who need to be examined will be offered a face-to-face appointment with the most appropriate clinician based on your care need. This could be a GP, nurse practitioner, physiotherapist or a junior doctor.

These appointments may be at short notice so we please ensure you are available for calls, texts or in-person appointments.

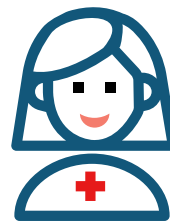
If your health condition is not urgent, then you will be offered a follow up of an appropriate format, based on clinical need.



ABOUT ROUTINE VISITS

We offer both in-person and phone routine GP appointments so please make your preference clear when booking. The wait for a routine appointment is usually 2-3 weeks. On some occasions, your preferred GP may have limited future availability. Appointments are mainly at the Fleet Medical Centre site. Book by phone.

GENERAL NURSE APPOINTMENTS



Our team of nurses, nurse associates, healthcare assistants and phlebotomists offer a wide range of services, across both sites, from dressings and stitch removal, immunisations, annual reviews, cervical smears, injections and more. Call to book.

ANNUAL REVIEWS

For many long-term conditions, HHP offers annual patient reviews, usually by invitation, with our nursing team at either site.

The recall system tends to work by birth month. Patients are normally contacted via text with a link to book online. If you can't do this, you can call to book.

PHYSIOTHERAPY

HHP has several physiotherapists working with us. You may be offered an appointment with one instead of a GP, as appropriate. Our physios can also refer you for onward care. Call to book.



We offer blood tests mainly at our Branksomewood Road site. Your blood test will need to be authorised by a clinician ahead of your appointment.

If there is no suitable appointment, you can also book authorised blood test appointments at a Frimley NHS Trust site.

Some sites require you to bring a form. More info: <https://bit.ly/HHP-bloodtest>

PATIENT PARTICIPATION GROUP & COMMUNITY AMBASSADORS:

Our community ambassadors have been as busy as ever over the last few months. Gill and Sue are here with an update:

“We were at the Edenbrook Park Run giving out NHS information leaflets—and of course, some birthday cake to celebrate the NHS 75th Birthday.

More recently, clinics for winter vaccinations have been in full swing. The PPG and other volunteers, including teenagers doing their Duke of Edinburgh award,



have been at both sites assisting with the flow of patients through the surgeries.

Our meetings have continued to take place with additional training sessions to get us all up to speed on using the NHS app. The plan is to offer drop-in sessions in the future for those patients struggling to use the app and help other patients get online with their phones, tablets, laptops etc. Watch out for upcoming dates on our Facebook page and surgery noticeboards.

JOIN OUR PATIENT PARTICIPATION GROUP:

If you like the sound of getting involved with your local community, why not join our patient participation group? As well as helping out with practical support as above, you are our “critical friends” offering constructive feedback and input on how we can improve the patient experience. You need to be able to spare a couple of hours every 2-3 months and we are an inclusive group. So whether you’re a parent, or a patient with a specific health challenge, an unpaid carer, veteran, LGBTQ+ or from an ethnic/marginalised community, you are very welcome to join. Meetings can be in person or via Teams- we can make it work however it suits the group

Email us: frimleyicb.hhp-ppg@nhs.net Apply <https://harthealth.nhs.uk/patientgroup>

OUR PATIENT PARTICIPATION GROUP ASKED... DO YOU RUN WELL WOMAN CLINICS?



We run many different services addressing and promoting women’s health.

The health needs of women and those assigned female at birth change throughout life, so our services focus on the different aspects from puberty to menopause and beyond. We offer:

- All types of contraceptive service: the Pill, injections, implants & coil fittings, led by Dr Karuna Sharma and Sister Helen Grainger
- Cervical smears via the NHS National Screening service, from age 25-60.
- Post-natal check ups: At 6-8 weeks post partum, we talk about your physical and emotional wellbeing, offering support in looking after your new arrival, from safe sleep (see more on this later in the newsletter), to support with crying or unsettled babies.
- HRT initiation and follow up: All GPs have good knowledge of the pros and cons to tailor to your needs. Our nursing team is currently undertaking training to assist with annual HRT reviews. This also links in with bone health, reviewing your risk of osteoporosis (bone thinning).
- Pessary fitting for pelvic floor problems
- NHS Health Checks: Everyone between the age of 40-70 is offered an NHS health check at every 0 or 5 birthday. This is to look at your cardiovascular health & we discuss your cholesterol, blood pressure, and sugar levels as well as give lifestyle advice.

HEALTHIER TOGETHER WEBSITE: HELP AT HAND FOR COMMON FAMILY & CHILDHOOD ISSUES

I am worried about...



The Frimley Healthier Together website has lots of advice about common childhood illnesses, what to do and when.

WORRIED ABOUT YOUR CHILD?
Frimley-HealthierTogether.nhs.uk

FREE MENTAL HEALTH COUNSELLING



Kooth offers a digital online counselling and wellbeing support service for young people aged 11-25 in Hampshire. It is a free, safe, secure and anonymous way to get support from a professional team of qualified counsellors.

Kooth has a range of additional support features such as discussion boards, magazines and wellbeing activities, providing additional support with peer to peer and community support. All elements of the site are safe and secure and pre-moderated. <https://www.kooth.com>



TALK PLUS FOR PEOPLE AGE 16+

Talk Plus is a free NHS Talking Therapy in Rushmoor, Hart and Farnham for stress, anxiety, low mood and worry as well as support for managing a long-term condition. <https://www.talkplus.org.uk/>

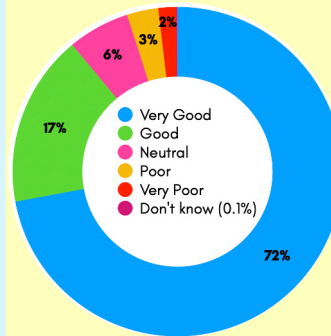


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YOUR "FRIENDS & FAMILY" FEEDBACK, SEPT

We're delighted 89% of patients responding to the "friends and Family" survey were pleased with the service they received



I was greeted warmly by all. An overall good feeling given by the doctor, nurse & all staff

The doctor, who I was seeing for the first time, was very thorough and friendly, similar to my usual doctor. I came out with a plan to go forward with tests. Excellent.

I received a text within a couple of hours of submitting the e-consult form & a same day face-to-face appointment.

The doctor was kind, sympathetic & listened to me.

Both the staff at the appointment day was friendly and thoughtful

Since amalgamation, very efficient and all staff are helpful, pleasant & willing to try to resolve issues.

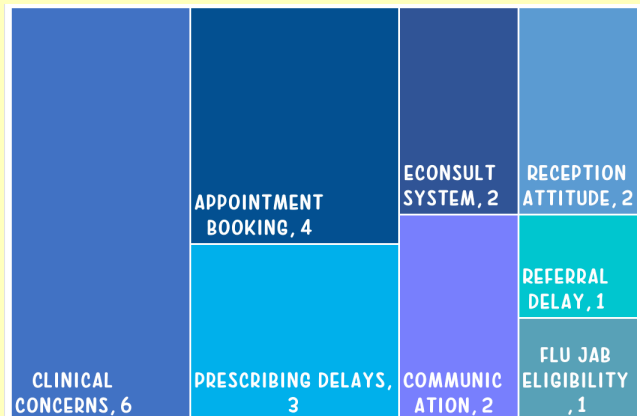
Very empathetic

I received excellent treatment. All my questions were answered and I came away feeling reassured that I had been listened to.

Brilliant service and caring

WHEN THINGS GO WRONG...

Of course, there is always room for improvement. Of the 11,995 consultations in September, we had 21 complaints; that's 0.175%. The chart below shows complaint reasons.



Each complaint is reviewed by a senior manager or, where necessary, the clinician involved, along with the senior partner. We endeavour to provide a prompt written reply to your complaint. While we can usually resolve issues quickly, please bear with us when there are no easy or quick answers. Sometimes these relate to the reality of NHS resources.

SAFE SLEEP FOR BABIES: WHAT YOU NEED TO KNOW

- **Always place your baby on their back for sleep. This is important to help prevent Sudden Infant Death Syndrome (SIDS)**
- Once babies can roll by themselves, they can find their own position for sleep
- When awake, tummy time strengthens the muscles they need for rolling
- Give your baby a clear, flat, separate, sleep space in the same room as you for the first six months
- Keep the sleep space clear of all items with nothing within reach
- Keep them close by at all times
- Don't let babies sleep in bouncy chairs or leave them sleeping in a car seat when



- not travelling
- Do not use pillows, duvets, bumpers, pods, nests, sleep positioners or weighted bedding
- Keep their heads uncovered with the room at 16-20 degrees
 - Place baby at the end of the cot so they can't wriggle under any covers. If using a baby sleeping bag, no extra bedding is needed.
 - Keep babies away from smoke to reduce the SIDS risk
- Breastfeed if you can. The risk of SIDS is halved when babies are breast-fed for at least two months.
- Don't share a bed if you or your partner have used alcohol or drugs
- The SIDS risk is 50 times higher for babies if they

sleep on a sofa or armchair with an adult.

- More: <https://bit.ly/HHPBabySafe>

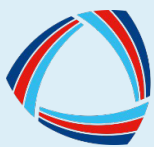
ELIGIBILITY FOR SHINGLES VACCINE



People aged 70-79 are eligible for the shingles vaccine. You're also eligible if you turn 65 from September '23. As yet, NHS rules say people already 65-69 aren't eligible until they turn 70.

You're also eligible for the vaccine if you're 50+ and at higher shingles risk due to a severely weakened immune system. More info here: <https://bit.ly/HHP-shingles>

We'll contact you for an appointment. Call if you are eligible but haven't been contacted.



Armed Forces veteran friendly accredited GP practice

Hart Health Partnership is a Veteran-Friendly Practice.

As part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician with specialist knowledge of military-related health conditions and veteran-specific health services.

This helps ex-forces personnel get the most appropriate care and treatment for their conditions.

If you are ex-forces, please let us know so we can ensure you are getting the best possible care.

For more information, please visit https://bit.ly/hhp_vets

USE THE NHS APP

DOWNLOAD THE FREE NHS APP

ORDER REPEAT PRESCRIPTIONS

Request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to



Using the NHS App can save time for both you and the practice. Repeat prescription requests via the app go straight to your GP record, bypassing the admin process. You can see when it's approved.

You can also book and manage appointments, view your medical record, register as an organ donor, see your NHS number and use NHS 111 for instant medical help.

You can also use the app via your browser at www.nhs.uk/nhs-app/account/. If you are unable to complete the sign up process, please email frimleyicb.hhp.admin@nhs.net