



Hart Health Partnership Newsletter

Welcome to the first newsletter for HHP!

www.harthealth.nhs.uk 01252 619 000 **Summer 2023**

It's been a roller coaster few months as Fleet Medical Centre and Branksomewood Healthcare Centre merged to become **Hart Health Partnership** on 1 April 2023. As you will now know, we are ONE surgery located across BOTH existing sites. This means we can see now patients over a wider geographical area and use both premises to offer more capacity and services.

We now look after 28,500 patients in the GU51 and GU52 postcode areas. We have over 90 staff members of whom 21 are GPs. We are also a TRAINING practice, which means we teach future doctors, nurses and paramedics in both undergraduate and post-graduate training posts. We currently have five junior doctors placed with us, offering more patient appointments. It offers young doctors valuable learning opportunities by meeting and looking after our patients.

While the merger has not been without its challenges—mainly I.T in nature—we hope things are now settling so patients and our team alike can benefit from the new system.

GPs and nurses work over BOTH SITES. Please ensure you know where your appointment is before you attend

We are now a Veteran Friendly Practice!

Health by Numbers...

In the First Month of the merger we completed:

- 1,408 GP face-to-face appointments
- 1,113 telephone GP appointments
- 3,425 Same day GP & Urgent Care Team appointments
- 2,129 Online consultations, AccuRx triage appointments
- 937 Routine blood tests
- 184 Care home appointments
- 248 Dressings
- 18,127 phone calls received
- 5,889 phone calls made
- 209 people DID NOT ATTEND their appointment

TOP 10 BENEFITS OF MERGING!

1 Of the top 10 benefits of merging, the No 1 is to have retained a viable GP service for patients at Branksomewood for the future, avoiding likely closure. The other benefits (in no particular order) are...

- 2** We are securing a 15-year lease to secure health care services from the Branksomewood Rd site
- 3** We have kept ALL staff on and remain a major employer in the Fleet area.
- 4** We've built on good relationships with local services such as Hart Voluntary Action & Fleet First Responders
- 5** We have done 3,000 Covid Spring boosters from the BWR site in the past month
- 6** We've doubled our phlebotomy appointments
- 7** We've increased women's health services at BWR from the additional skill mix from the FMC GPs
- 8** We've recruited Practice Nurse, Katie; Phlebotomist, Shazia; Health Care Assistant, Helen; Receptionist, Karen. We're also expanding our pharmacy team
- 9** We've recruited two new, experienced GP partners, making a strong partnership of NINE senior GPs.
- 10** We've maintained our excellent team of 10 salaried (employed) GPs and Drs Clarke and Renshaw, former BWR Partners, have joined this team giving us a team of 21 GPs!

MEET THE PARTNERS!



Dr Nina Durasamy



Dr Holly Fletcher



Dr Nicky Townsend



Dr Poorvie Hewa Pathiranjage



Dr Siji John



Dr Arfan Ahmed



Dr Karuna Sharma



Dr Tom Chetcuti



Dr Rhys Williams

STAFF NEWS



Dr Mandy Cofie & Dr Lucy Bull will be heading off on maternity leave over the summer and we wish them well for the safe arrival of their babies.

Dr Harbans Mann & Dr Ash Bagheri, both well known to our team and patients will be returning as locums to provide maternity cover.

Sister Hilary Broom is retiring after 44 years of nursing, 17 of them at Fleet Medical Centre/HHP both as a Practice Nurse and having done her higher level qualifications with us, she is now our Advanced Nurse Practitioner.

Hilary is not only an excellent nurse but has been a huge support to her colleagues and patients over the years and will be sorely missed. Read Hilary's article in this newsletter!

OUR TEAM

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 Nathan Longworth,
Dr Silvia Muttoni,
Dr Maleeha Zafar,
Dr Mariya Kanwal,
Dr Rajani Gurung

HEAD OF NURSING:

Helen Grainger

URGENT CARE TEAM LEADER:

Verity Snook

PRACTICE MANAGERS:

Steve Cardwell, Steve Wells

DEPUTY PRACTICE MANAGER:

Chloe Cobern,

PATIENT LIAISON MANAGER:

Debbie Maguire

OPERATIONS SUPERVISOR:

Davina Mason,

SERVICES AT HART HEALTH PARTNERSHIP:

HHP offers a range of services for our patients, including:

- Women's health services: Contraception (including Coil & Implant Fitting), HRT, Cervical Smear Screening
- Complex Diabetes Service
- Musculoskeletal Practitioner Service
- Clinical Pharmacist Clinics
- Minor Surgery & Joint Injections
- Immunisations
- Phlebotomy
- Travel Clinic
- Weight Management Service
- INR Clinic
- Chronic Disease Clinics: Diabetes, Asthma, COPD, Stroke, Heart Disease, Hypertension, Learning Disability, Mental Health
- Wound & Leg Ulcer Care
- Care Home Medical Officers to Signature of Fleet, Beacon House Residential Home, Derriford House Residential Home, Abbeyfield Lodge and Eliot House.

 Find us on Facebook: Search Hart Health Partnership



THE NHS APP – IT'S BEEN A SAGA!

Some of you may have had difficulty using the NHS App since the merger.

If you continue to have problems, please send us an email to: frimleyicb.hhp.online@nhs.net

VISITING SERVICES ON SITE

HHP also arranges a number of visiting services for our patients, including:

- TalkPLUS- NHS Psychological Services
- Mental Health Integrated Care Service
- Physiotherapy
- Specsavers
- Hart Voluntary Action
- Aortic aneurysm screening
- We are a base for District Nurses.

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



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

Each condition has a "traffic light" system so you know if there is a serious problem & when to seek help.

The Healthier Together App allows you to personalise information based on your child's age. It's a really excellent resource for all parents! You can also find info about services and support here: fish.hants.gov.uk

ORDERING YOUR REPEAT PRESCRIPTIONS

The most efficient way to reorder your repeat medication is to use the NHS App or Patient Access. Ordering this way means your request goes straight into your medical record for processing.

Ordering via the website form or email is still possible if you cannot use the above methods. However, emailing or using the web form needs to be processed manually, which takes longer for you and for our admin team.

If you're having trouble accessing the NHS App or Patient Access please email: frimleyicb.hhp.online@nhs.net for help. The NHS App can also give you access to your summary medical records and test results.



MEET OUR COMMUNITY AMBASSADORS: Our Ambassadors are patient volunteers who help get info to you!

SUE VINCENT

Sue's been Hart Voluntary Action's Volunteer Manager for 15 years. She's a familiar face in a yellow high-vis at the Harlington vaccination site. Sue's raised her family in Fleet for 25 years.

As an HHP ambassador Sue uses her local knowledge to help patients navigate HHP services and signpost them to community support



GILL BROGDEN

A Harlington vaccination volunteer, Gill also worked with HVA in the pandemic. She still helps delivering shopping, medication or driving people to appointments. Gill moved to Fleet with her husband in 1988 and has expertise in electronics & logistics among others. As an ambassador Gill is keen to support patients with their tech to help them use NHS online services



TANIA TIRRAORO

Tania set up HHP's Facebook page and helps Sue, Gill & Nina update it. Her main HHP volunteer role is to design & edit our publications/newsletters.

Tania is a writer & national SEND expert, running the Special Needs Jungle website. Tania is autistic and a chronic pain patient advocate.



JOIN OUR PATIENT PARTICIPATION GROUP:

Would you like to be involved in representing our patient community? We're looking for 8-10 people who can spare a couple of hours every 2-3 months to be our "critical friends" offering constructive feedback on our services and input on how we can improve the patient experience. We also need practical support to help us run education sessions, reach out to communities who find it more difficult to access healthcare resources, and support us with mass vaccination services e.g. flu and Covid booster clinics and other initiatives.

We'd love to hear from working parents, those with young families, and patients from ethnic/marginalised communities. We'd also be delighted to include patients with physical/mental health challenges, patients who are neurodivergent, LGBTQ+, unpaid carers, and veterans.

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>:

HILARY BROOM: MY CAREER IN THE NHS

I started my career at 18 at Royal National Orthopaedic Hospital in Stanmore, completing an Orthopaedic Nursing Certificate. I then moved to The Middlesex Hospital in London (right in the the West End with a nice uniform!). After qualifying in 1981, my first staff nurse post was in the G.U.M clinic in central London at the start of Aids/HIV, when little was known about transmission or treatment. I also worked on an endocrine ward, coronary care, then as a senior staff nurse in A&E.

I then moved to Oxford's John Radcliffe Hospital to work in Cardiology/Coronary Care where I was involved in an international medical trial. I was working as a junior A&E sister in Huntingdon when I met my husband on a blind date! He was in the RAF so after marrying, we moved to Cyprus.

I took a post as a practice nurse caring for the Royal Regiment of Fusiliers and their families at an army medical centre in Episkopi. While there, I jointly set up a cervical smear recall system so

wives and female staff didn't miss smear tests due to frequent posting moves. My first daughter arrived in Cyprus and my second after we were posted to Northern Ireland.

We returned to England at RAF Odiham where my husband flew Chinooks. I worked part-time at Odiham Cottage Hospital on end-of-life and respite care. I was also a practice nurse locally.

Now divorced, I arrived at FMC in 2004. I was encouraged by Dr Kimber to become a nurse practitioner. By 2007, my daughters were teenagers so I studied part-time at South Bank University, while still working. I gained a BSc (Hons) 2:1 in 2009, one of the proudest days of my life! The next year I completed a non-medical prescribing masters-level course.

It's been a privilege to work at FMC but after 19 years, I'll be leaving, although will do some locum work before finally hanging up my stethoscope in 2024 to concentrate on my hobbies including sewing, gardening, singing and travel.

JOIN US AS A MEDICAL RECEPTIONIST!



- Salary: Up to £10.50/hour
- 15-20 hours/week, permanent
- NHS Pension Scheme
- Company events and treats
- Free onsite Parking
- Access to NHS Discounts
- Sick Pay
- Cycle to Work Scheme
- Additional day off for Birthday
- Training Opportunities
- Free refreshments
- Coffee van daily visit.

Join our large team of medical receptionists, helping our patients to access health services with the right clinician at the right time. Our brilliant reception team have a wide range of backgrounds and life experience and work closely with the clinical team.

Hart Health Partnership, the newly-merged practice of Fleet Medical Centre and Brankenswood Health Centre has 28,500 patients, based over two sites within the heart of the community of Fleet.

We are a multi-disciplinary team with 21 GPs including nine GP partners, a large team of dedicated nurses and paramedics, physiotherapy and pharmacy practitioners. They are supported by a wealth of healthcare professionals ranging from health & wellbeing coaches to mental health support workers.

THE ROLE

You will be the first point of contact for patients and visitors, with a polite and helpful manner giving a good first impression of our practice. With a discreet, calm, efficient manner you will follow protocols and respond appropriately to daily situations with confidence.

There are many facets to the medical receptionist role, including front-of-house services, answering phone calls, making appointments, dealing with queries and taking messages, signposting to appropriate services and supporting the wider practice team. A can-do attitude with an ability to problem-solve is a must!

At Hart Health Partnership, we know that our team are our greatest asset, so we have a dedicated focus on staff health and wellbeing. We are a training practice, meaning we help shape the next generation of doctors, nurses, paramedics and administrative apprentices. Our ethos of "learning" is shared throughout the entire team.

- Experience: Medical Receptionist: 1 year (preferred)

JOB RESPONSIBILITIES:

- To represent the HHP as a first point of contact, liaising between patients and doctors
- Assist in the smooth running of the practice and achieve patient satisfaction
- Make patient appointments over the telephone or via the reception desk
- Communicate accurate messages from patients
- Liaise with other surgery departments
- Prescriptions admin & scanning room tasks
- Maintain a professional appearance for the patient-facing areas
- General reception and administration duties using a variety of tech systems
- To support the GP teams and other teams with administrative processes
- Comply with COVID-19 requirements

Apply: <https://harthealth.nhs.uk/jobvacancies>