



Hart Health Partnership Newsletter

Welcome to our Spring 2024 newsletter

www.harthealth.nhs.uk

01252 619 000

Spring 2024

Happy 1st Birthday HHP!

It has been an eventful year—and not one without challenges—but we’ve made it to our first anniversary! Our blended team has worked hard to build strong bonds with each other and within our community.

We’d like to say a massive THANK YOU to everyone for your support and patience when we were faced with difficulties such as IT glitches and navigating services over two sites.

Our team of over 100 people work very hard to provide a good service and HHP is truly thankful for their diligence and amazing efforts.



Fleet is blessed to have such a great team supporting them on life’s journeys.

Thank you to everyone who has helped us, in particular our wonderful community ambassadors, Sue, Gill and Tania.

Patient feedback has been appreciated and we will share some of this with you in this newsletter.

We cannot fix the troubles within the NHS but we can work on improving the remits within our control and we will endeavour to listen and learn and do the best job of caring for you as we can.

CAPACITY AND ACCESS

The need for NHS services, including GPs, is at an all time high. At the same time, we’re facing political uncertainty about the future of our NHS and reduced real-terms funding..

“Primary care funding is down from 8.9% of NHS funding in 2015 to 8.1% in 2022

“In December 2023 there were 1877 fewer fully qualified full time GP’s than in September 2015” BMJ 2024

GPs—primary care—is the only part of the NHS not to have taken industrial action. We are doing our best to look after you but we need your support, please be kind to our team or we may lose them.



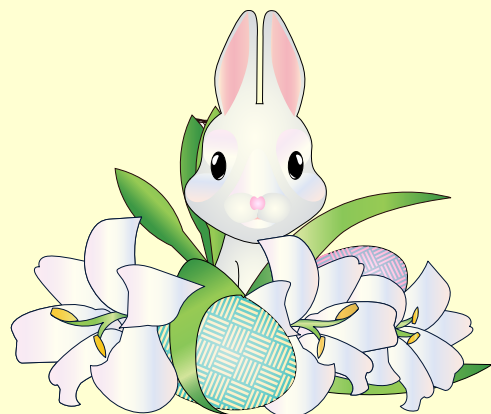
EASTER OPENING AT HHP:

BOTH SURGERIES ARE CLOSED ON:

GOOD FRIDAY 29th MARCH

EASTER MONDAY 1st APRIL

OTHERWISE, WE ARE OPEN AS USUAL.



TEAM NEWS



PLEASE BE KIND
AND RESPECTFUL
TO OUR TEAM

NURSING TEAM NEWS



Welcome to **Joanna** who joins our Health Care Assistant team and to **Daniela** who is our new phlebotomist, joining the wonderful Angela.

They have doubled our phlebotomy capacity along with Sadia, who is now on maternity leave.



CARE NAVIGATION TEAM

As ever, reception is a hive of activity, being the nerve centre of our team.

We have recently recruited **Danielle, Sam and Judy** to our team and welcome them whole-heartedly.

Best wishes go to **Helen** who retires in March, thank you for your hard work and calm approach.

GP NEWS After a period of absence, we welcome back **Dr Holly Fletcher** who has resumed her usual working days of Monday & Wednesday.



Dr Karen Fairey joins us in late April and will be working Thursdays and Fridays. She comes with a wealth of experience and has worked locally for several years. Dr Fairey has an interest in women's health and can fit coils and implants.

Dr Amy Chandler is moving to pastures new in April, she has been a lovely team member and we wish her well for the future.

Dr Lucy Bull and **Dr Mandy Cofie** will return from maternity leave during the summer months.

ALLIED HEALTH PRACTITIONERS:

Sue, our clinical pharmacist has just completed her higher level qualifications and will soon be able to prescribe.

Karen has joined our Urgent Care Team as a GP Assistant. Karen undertakes administrative tasks as well as supporting with clinical activities such as ECGs and some patient triage processes. Her background is with the ambulance service.

Deepa will be joining our UCT in April as a Care Co-ordinator so you may have contact with her regarding appointments and administrative/social care matters.

JUNIOR DOCTORS Returning to HHP are **Dr Silvia Muttoni** and **Dr Gabriella Agostinelli**. They're with us until August, along with **Dr Russell Chalmers** who will be a new face for us. **Dr Mariya Kanwal, Dr Sobia Kashif, Dr Monish Sudhakar** and **Dr Daniel Burke** will all be continuing.

We are also hosting Medical Students on placement in Primary Care from Southampton University



ADMIN TEAM

Kayleigh and **Stacey** have recently joined our team, taking our administration team to 12 members of staff.

WE ARE
HIRING



We are currently advertising for more Care Navigators – please see our job advertisement on [Indeed.com](https://www.indeed.com)

YOUR SURGERY FEEDBACK

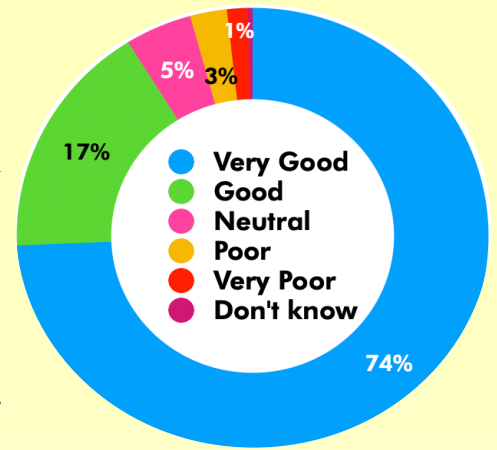
YOUR "FRIENDS & FAMILY" FEEDBACK

4,325 patients answered our "friends and family feedback"

It is a contractual requirement for us to contact patients who have used our service to complete the Friends and Family Feedback Test, with a standardised question. We report every month to NHS England with the results.

Thank you to everyone who has taken the time to complete the questionnaires, with the feedback and comments this gives us a chance to improve our services.

The results opposite is the number of responses since our merger last year and how we were rated.



KIND COMMENTS...

"Speedy service and friendly staff".

"I was received on time with a kind welcome; and the necessary work was done efficiently and well. Thank you".

"Friendly doctor, very efficient and quick process".

"I was sent a text to book, link brilliant and easy to use, visit excellent, on time and lovely Phlebotomist".

"Process from call back to appointment went very smoothly".

"Blood sample taken by a student doctor. Quick and painless. Good to see students getting good practice early on".

"Seen same day and prescribed medication".

We can't always get things right, which is why your feedback is so important to us and if you do need to complain we are here to listen.

SURGERY STATISTICS

Since we merged, we have completed:

- Over **142,141** appointments
- 35,748 online consultations,
- 38,218 GP Face-To-Face appointments,
- 32,432 Telephone Appointments,
- 3,645 Dressings,
- 208 24hr ECGs,
- 1,595 smear test appointments,
- 4,324 MSK appointments,

On a sad note, in the last year, we have had over 2,947 DNAs (Did Not Attend).

This is an equivalent of 19 weeks of a four-session GP.



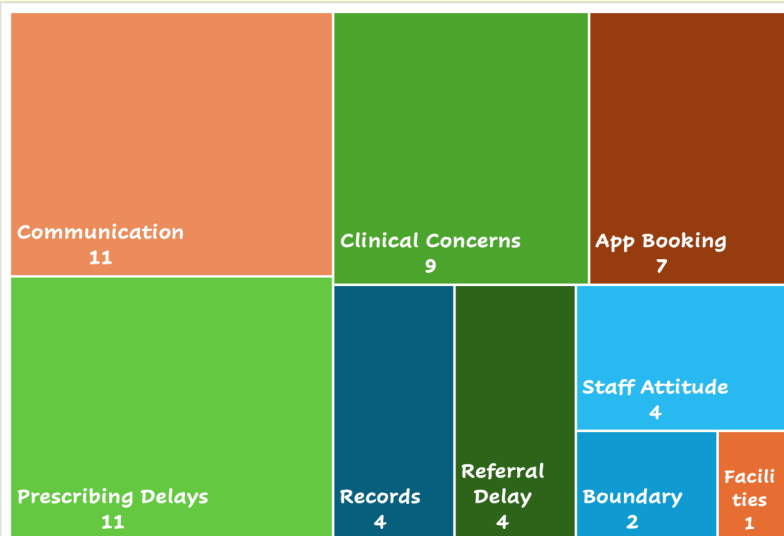
If you can't keep or no longer need your appointment, please do let us know. It can be offered to someone else who is waiting.

SURGERY COMPLAINTS

Every complaint is reviewed by a member of our management team. Where there are clinical concerns, the clinician involved and Dr Durasamy review the case.

This takes considerable time, but where there are learning points or things that could have been done differently, it's presented and reviewed at our monthly team meeting.

When needed, new processes are put into place. Please understand we are a small cog in the NHS ecosystem; we can only remedy issues within our remit and capability.



Complaints Email: frimleyicb.hhp.feedback@nhs.net



ALL ABOUT OUR NURSING TEAM...

"As nurses, we face countless challenges and highs during every session. We remain at the heart of healthcare, supporting, educating, comforting, caring."

MEET YOUR NURSING TEAM:

Head of Nursing: Helen Grainger

Nursing Sisters: Joy Pienaar, Amanda Blumson

Practice Nurses: Victoria Leeves-Ward, Katie Cousins, Karis Butler

Nurse Associate: Louise Barkham

Advanced Health Care Assistance: Louise Jackson, Gill Stewart, Jo Belt

Phlebotomist Lead: Angela Stevenson

Phlebotomist: Daniela Wischniewski (Sadia Qamar, on maternity leave)

Nurse Administrators: Julie Ridley, Kate Phipps

NURSING APPOINTMENTS 1 JAN-21 FEB 2024:

- 677 Dressing Appointments
- 300 smear tests
- 233 Diabetic checks
- 2,034 Blood tests
- 400 INR Tests



APPOINTMENTS PATIENTS BOOKED BUT DID NOT ATTEND:

- Nursing: 84
- Blood tests: 30

PLEASE cancel if you no longer need or can't attend your appointment so it can be offered to someone else

JOKE CORNER:

Why did the Nurse tiptoe past the medicine cabinet?



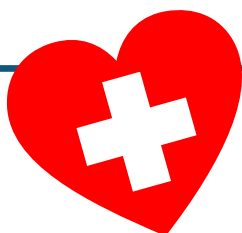
So she wouldn't wake the sleeping pills.

PATIENT FEEDBACK FOR HHP NURSES:

"I should like to praise them, not just for their excellent work but the manner of their delivery – always friendly and upbeat. Thank you all"

"The Nurse, listened to me and was very personable and knew exactly how to treat me."

"Thank you so much, a true professional! "



HHP'S NURSING TEAM OFFERS...

HHP's nursing team has a wealth of experience and qualifications. We are passionate about the training and skills of the team.

All services below have required extra courses, competencies and annual updates, ensuring the care we provide is research based & in line with current guidelines.

- | | | |
|--|--------------------------------------|-------------------------------------|
| • Cervical smears | • COPD Reviews | • NHS health checks |
| • Pessary Insertion | • Child & adult immunisations | • Learning Disability Health checks |
| • Asthma reviews | • Doppler | • SMI health checks |
| • Diabetic reviews | • Travel Assessment and vaccinations | • 24hr ECG |
| • Complex dressings | • ECGs | • INR clinics |
| • Compression bandaging & enhanced wound care. | • Ear irrigation | • COVID/Flu clinics |
| • Removal of sutures/clips | | • Contraceptive services |

PATIENT PARTICIPATION GROUP & COMMUNITY AMBASSADORS:

Our community ambassadors Gill and Sue have been busy working with local groups to find the most efficient way to help patients access the NHS app, and offering training.

A group of U3A members joined us for a training session at the Hart District Council offices, helping us test our training and better understand what we need to do to run sessions at the surgeries.

Thank you to HDC for their facilities and IT support, and also Richard Franklin and Stuart Williams from the U3A for meeting and listening to us and bringing along their members.

Since then, we've completed several meet and greet sessions in the patient waiting areas at both surgeries, getting a number of patients up and running on the app. Some had just forgotten how to use it, while others were surprised by how useful it's



become, not just for ordering prescriptions but also enabling access to medical records including referral letters, blood results etc.

We've also been helping patients to use blood pressure machines for their own records and to pass to the GP. Some patients just enjoyed the chance to chat! We're still working on a programme for app training at the surgery, which will

involve recruiting some tech-savvy sixth-formers who may be interested in a medical career.

The PPG has continued regular meetings, giving feedback from the community, be it positive or negative and discussing ideas for improving patient services. It also helps us better understand HHP's operation and the constraints and frustrations of the NHS.

JOIN OUR PPG:

If you'd like to join, apply here: harthealth.nhs.uk/patientgroup

SEND & AUTISM LEARNING



Parent and carers of children with additional needs learned more about the SEND and CAMHS system at a coffee morning in early January, hosted by Fleet Primary Care Network and HHP at The Harlington.

Dr Nina Durasamy spoke about health and SEND, while HHP volunteer, Tania Tirraoro, founder of SpecialNeedsJungle.com gave information about how parents can best navigate the SEND system.

Solicitor, Eleanor Wright of legal charity, SOSSEN.org.uk explained about the SEND Tribunal and disabled children's rights.

Both surgeries now have some helpful leaflets in reception about the SEND system and you can also find Hampshire-specific information <https://harthealth.nhs.uk/communityevents>

Tania and her daughter, Giovanna, also gave lived-experience Neurodiversity training to Fleet PCN. Thank you both for helpful ideas better supporting patients and visitors with disabilities. For more info about autism, autism.org.uk.

Do more
with the
NHS App!



Using the NHS for repeat prescription requests bypasses the admin process.

You can see when it's approved and also view your summary medical record, letters and referrals, book and manage appointments, register as an organ donor, see your NHS number and use NHS 111 for instant medical help.

You can also use the app in a 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



YOUR HEALTH IN HART

SELF-CARE FIRST



Caring for yourself at home

Before contacting the GP for an appointment, it's really important to ask yourself what you could do to care for yourself at home first.

This newsletter contains lots of helpful resources to find answers. There is also a lot of useful information on our website harthealth.nhs.uk.

Another useful resource are the facts sheets on the selfcareforum.org

And of course there is always help at hand via 111.nhs.uk either online or by phone.

MENTAL HEALTH RESOURCES:

You can self-refer to [TalkPlus](#), [MIND](#), [Mental Wellbeing Hampshire](#), [Aldershot Safe Haven](#), Youth Counselling 121, the Crisis Line and The Samaritans.

You can find support for neurodiversity on our website here <https://harthealth.nhs.uk/communityevents>

Help! I'm in crisis

CHILDREN IN A MENTAL HEALTH CRISIS: FIND HELP HERE:

<https://hampshirecamhs.nhs.uk/help-im-in-crisis/>

MINOR INJURIES



Avoid long waits at A&E for minor injuries, by using either:

- Bracknell Minor Injuries Unit, Brants Bridge, Bracknell, RG12 9RT
- Woking Walk-In Centre, Heathside Road, Woking, GU22 7HS

PHARMACY FIRST SERVICES

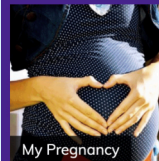


You can now seek help for a range of medical problems at your local pharmacy. These include:

- Sore Throats,
- Sinusitis,
- Ear infections,
- Shingles,
- infected insect bites,
- impetigo,
- urine infections in women
- contraceptive pill starts & check ups
- Blood Pressure

URGENT CARE TRIAGE FOR CHILDREN: DOWNLOAD THE HEALTHIER TOGETHER APP

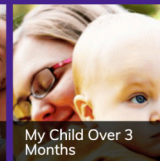
I'm worried about...



My Pregnancy



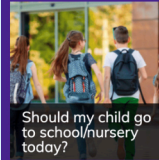
My Baby Under 3 Months



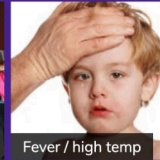
My Child Over 3 Months



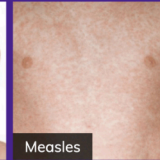
Worried about daily life?



Should my child go to school/nursery today?



Fever / high temp



Measles



Mental Health

The Healthier Together App is an **Urgent Care Triage App** for children's health issues.

We have recently had the "Triage" component of this app switched on. This means if the app thinks your child needs a review, once you submit your child's details, an email is sent through to us.

Our Care Navigation Team monitor this inbox throughout the day, directing contacts to the clinical team, who decide on the next steps.

This service is open **8am-5pm Monday to Friday (except Bank Holidays)**.

This means you **do not need to call us** - the app either gives you advice for self-care, offers emergency care advice, or notifies the surgery on your behalf.



Find us on Facebook & Instagram:
Search Hart Health Partnership



ADMINISTRATION TEAM UPDATE

Hello from the admin team! Since the merger last year, our team has more than doubled in size to meet the needs of the two surgeries. We are now a team of 12, consisting of the admin manager, two senior admins and a further nine administrators, all working hard behind the scenes processing your requests.

These range from processing new patient registrations, online consultations, emails, private insurance requests, online access queries, blood pressure readings, and much more!

This page has some notes from our team based on our experience of day-to-day issues and queries. We hope it will help you be informed of the best way to get what you need from HHP.

GPS ARE NOT AN EMERGENCY SERVICE



Primary care—aka your GP surgery—is not an emergency service. Rather, we are often the first “primary” point of contact; the “front door” to NHS services.

General Practitioners (GPs) are doctors who provide a mix of urgent (but not emergency) and routine care. They make referrals on to services specialising in the condition you need investigating or treating.

GPs “specialise” in being generalists. They’re the only medical speciality qualified to address health care needs all the way through life, from birth to death.

WE ARE NOT A WALK-IN SERVICE

Medical emergencies that require A&E or 999 include:

- Minor injuries
- Falls
- Chest pain
- Stroke symptoms
- Suspected broken bones/fracture.
- Car accident injuries
- Sutures (stitches)
- Head injury
- Breathing difficulties

If you have a dental issue, you need to seek care from a dentist or, in an emergency, A&E. We are unable to help with dentistry problems, including pain relief.

Our aim is to navigate the patient and provide an easy, accessible route to care

NEED A LETTER FROM YOUR GP?

The admin team get many requests from patients asking for a letter from their GP. What you may not realise is this will incur a fee because this is non-NHS work.

In many cases a patient summary printout will be sufficient, please complete an online consultation via our website.



ACCURX TRIAGE NOT FOR UNDER 16S

Please remember that, for their safety, the eConsult Accurx Triage system is not appropriate for children under 16.

We would advise you to download the Healthier Together App (see previous page) to help with common injuries and illnesses in childhood.

Please see the website for further information.

BLOOD PRESSURE READINGS



Thank you for always sending in your blood pressure readings.

Unless advised otherwise by a clinician, in most cases seven days morning and evening readings are enough to submit.

Please ensure your name and date of birth are marked clearly on your readings.



STAFF SPOTLIGHT

ADVANCED HEALTH CARE ASSISTANT: LOUISE JACKSON

Louise joined the Practice in 2008. She's the longest standing member of the Nursing Team.



What is something unique about you that few people are aware of? I can play the recorder!

What was the most recent book you read? Silas Marner, The Weaver of Raveloe by George Eliot.

What is your favourite pastime? Walking in the South Downs

Where are you hoping to travel next? I love Norfolk coast spending time with my grandchildren playing on the beach.

What TV programs do you most enjoy? The Masked Singer, Strictly Come dancing!

If you had to eat one meal every day for the rest of your life, what would it be? Roast Beef and all the trimmings!

If you could have any superpower, what would it be? To know what people are thinking!

HHP GP ASSISTANT

I am Karen and I've recently joined the Urgent Care Team Hub as a GP assistant. This involves helping the PP team and duty doctor with triage, bloods, ECGs, wound care, immunisations, urinalysis and patient phone calls.

Everyone has been so welcoming. Verity will confirm that I learn by asking lots of questions (I drive her bonkers at times) and you have all been super helpful, thank you.



I am also in my 25th year as an associate ambulance practitioner for SECAMB. I do two shifts a week with each job.

My family and I were foster carers for 11 years and cared for 46 children.

Before this we provided respite care for disabled children, which I loved and we're still in touch with a couple of the children, as well as a few of our foster children who were adopted into wonderful new families. Fostering was a total rollercoaster but I believe it helped mould my daughter into the caring, wonderful person she is now. I also have a three year old son, and have been married for 20 years. I don't have much free time but I do enjoy long walks with my two crazy dogs, as long as they are child free walks!

This year my daughter and I plan to volunteer at a Ugandan orphanage/school. It's in a very poor part of the country, but they're busy raising funds to build a high school so the children don't have to leave without qualifications aged 13. I can't wait to visit and can't promise not to return with a suitcase full of children!

I am really enjoying the challenge of this new role, primary and emergency care can be very different and it is refreshing to have a new challenge.

HHP'S CARE NAVIGATION TEAM



Our reception team have recently been renamed as the **Care Navigation Team**.

We are a strong team of 28 incredible people, led by Debbie Maguire, the Care Navigation Patient Liaison Manager.

A care navigator is a 'go to' person who glues it all together.

Debbie has been managing front of house for 15 years. She is supported by Claire Chisholm, Care Navigator Deputy Manager and Lead Care Navigator, Cathy Horsley.

THE CHANGING RECEPTIONIST ROLE

The receptionist role has seen many changes over the years. The working ethos around this role has moved towards more signposting and navigation on a patient's behalf, to ensure the right medical journey through to the right outcome.

LIGHTENING CLINICIANS' LOAD

Our team is a workforce skilled in providing high-quality care navigation with the aim of

releasing a significant workload from clinicians.

Since the merger our care navigation team has taken over 221,429 calls into the Practice.

The care navigation team have many signposting options.

Here are just a few examples:

- Healthier Together App
- Pharmacy First
- Self-Care forum
- Woking Walk In Centre
- Bracknell minor injuries unit
- Econsults
- Get U better.
- MSK (musculoskeletal therapy)
- Mental Health
- Safe Haven café
- Recovery college
- TalkPlus
- Insomnia
- Mind
- Alzheimer Café UK

MEET THE MANAGERS



Steve Cardwell, Practice Manager

- IT & Telecoms,
- HR Lead,
- Complaints
- Line Manager, Admin Team/ Secretaries

Chloe Cobern, Deputy Practice Manager

- Payroll and Pensions
- HR
- Book keeping/Finance
- Appointment and Room rota



Steve Wells, Practice Manager

- Estates and Facilities
- Health and Safety
- Well Being
- Significant Events
- Primary Care Network
- Line Manager, Care Navigation Team



Managers are supported by Line Managers, team leaders and our PA, Karen.

HHP PHARMACY TEAM

We are a small team of two registered professionals: a clinical pharmacist, Sue, and a pharmacy technician, Ashleigh.

Sue has successfully completed her accreditation as a GP Pharmacist and recently completed her prescribing course. She will soon use this to support the blood pressure patient reviews in the near future.

Ashleigh is in the process of completing her accreditation as a GP practice Pharmacy Technician.

We are part of the multidisciplinary team and support other clinicians and nurses in the surgery, as well as supporting the prescription processing team.

We supply medicines information to all clinicians and support staff. In our clinical role, you may have contact with us via a face-to-face or telephone appointment. However we do a lot of work behind the scenes to ensure the surgery optimises medication use and to promote safe prescribing processes in our practice.

We are involved in the education and training of the junior doctors and students who are on placement in the surgery.

WHEN MAY YOU HEAR FROM US

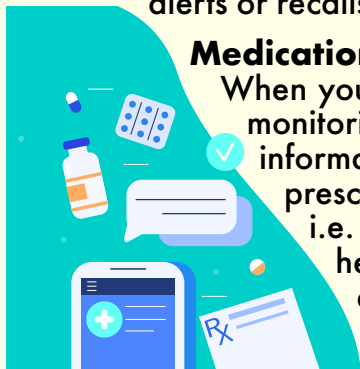
Blood Pressure reviews: After blood pressure readings that are above the normal range.

Medication Reviews: After hospital discharge where the hospital has changed your medication or started you on new and multiple medicines, or if you are prescribed 10 or more medicines.

Safety Alerts: If there are medicine safety alerts or recalls that may affect you.

Medication synchronising:

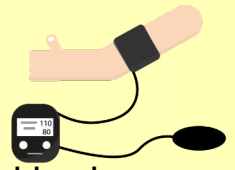
When you are due medication monitoring tests & information to support safe prescribing of medication i.e. blood tests, weight, height and lifestyle data.



BLOOD PRESSURE: KNOW YOUR NUMBERS

High blood pressure usually has no symptoms.

The first sign of you have something wrong could be a heart attack or stroke. High blood pressure can cause kidney disease, dementia and other illnesses too.



- One in two strokes and heart attacks are the result of high blood pressure.
- One in three adults in the UK have high blood pressure.
- One in two adults with high blood pressure don't know they have it or aren't receiving treatment.
- Six million people in the UK alone have high blood pressure and don't know it.
- High blood pressure costs the NHS **£2.1 billion** every year.

WHAT SHOULD YOUR BLOOD PRESSURE BE?

AGE	SURGERY BP	HOME BP
Under 80	Below 140/90	Below 135/85
Over 80	Below 150/90	Below 145/85

High BP can be reduced with medication and lifestyle changes. Find out more: www.frimleyhealthandcare.org.uk/bloodpressure

TOP TIPS FOR ORDERING REPEAT MEDS

To prevent delay in processing your repeat prescriptions:

- Request your medication by the drug's name, not the category, i.e. not statin/HRT/pill/BP medicine.
- Meds you haven't reordered in the last six months will need to be reviewed by a GP, so request them via an eConsult.
- Extra medication for an extended trips abroad is at the GP's discretion, for a maximum duration of three months. For stays over this time, you should make arrangements to obtain further supplies from the country you are visiting.
- We receive around 500 prescription requests per day, so are unable to confirm receipt of email requests or notify you when your prescription has been processed.

FOCUS ON CERVICAL SCREENING

ABOUT CERVICAL SCREENING

Every year in the UK, there are approximately 3,200 new cases of cervical cancer. (UK Cancer Research)

HHP's nursing team are passionate about women's health.

We fully understand you may feel embarrassed. However, we are caring and professional and want to ensure you have a positive experience.

We know how busy life can be, so we have tried our best to offer appointments from 8am-6pm, Mon-Fri, including some Saturday mornings between 8am-12pm.

Here are a few of our cervical screening tips:

TALK TO ONE OF OUR NURSING TEAM

If it is your first time, or you feel embarrassed or worried, maybe you've had a bad experience before, or you've experienced anything that makes the test hard for you, telling the person doing the test means they can try to give you the right support. If you

don't feel comfortable saying something, try writing it down.

ASK FOR THE EARLIEST APPOINTMENT

If you feel uncomfortable in waiting rooms, you may want to ask to book the first appointment of the day when it's quieter and there is less waiting time.

BOOK A DOUBLE APPOINTMENT

Having more time before, during or after cervical screening can help people take in information about the test and process everything that happens.

TAKE SOMEONE YOU TRUST WITH YOU

If it would help or you need assistance, you can ask if a friend, family member, partner or someone else can come with you. They can be in the waiting room or examination room with you to offer support. They may also be able to speak on your behalf about any worries.

If you prefer, you can ask if another member of staff can be with you for support. This person is sometimes called a chaperone.

WEAR A SKIRT OR DRESS

If you feel comfortable wearing a skirt or dress, it may help you feel more covered. You can keep it on during the test and only take off your underwear. You do get a paper sheet to cover yourself. If you like, you can also bring a spare shawl or blanket too.

ASK FOR A SMALLER SPECULUM

Speculums come in different sizes. If you find the standard size too uncomfortable, you can ask to try another size. There is no judgement; we perform smear tests every day of the week, we simply want you to feel comfortable and have a positive experience with us, supporting you in reducing your risk for cervical cancers.

USE POST-MENOPAUSAL PRESCRIPTIONS

If you have gone or are going through the menopause, let your doctor or nurse know. After menopause, the opening of the vagina and vaginal walls become less able to stretch, which can make the test more uncomfortable. You can ask your nurse to arrange a vaginal oestrogen cream or pessary, which may help.

HOW WE CAN HELP

We know that cervical screening isn't easy for everyone. If you are worried about the test or know you find it hard, we are here to support you with questions or by talking things through. Ask reception to task the nursing team and we will give you a call.

