



Chineham Medical Practice Newsletter

Issue 3: September 2014

Due to significant changes and workload in the practice, it has been sometime since we published a newsletter. We do hope that this will be the first of many regular newsletters to keep you up to date with developments at Chineham.

New Systems

We have recently introduced a new clinical computer system and new telephone system at the practice to help improve communications and cope with the demand.

The new telephone system has an auto-attendant facility which prompts you to select an appropriate option:



- ⇒ Press 1 for all appointments
- ⇒ Press 2 for prescriptions and sick certificates (after 10.00)
- ⇒ Press 3 for test results (after 14.00)
- ⇒ Press 4 for baby immunisations, coils and implants
- ⇒ Press 5 for any other queries

Please note that all calls are recorded for your protection.

Same Day Doctor

We continue to provide the 'same day doctor' arrangement for more urgent appointments. You will have a telephone appointment with the 'same day doctor' who can triage medical problems and if a face to face appointment is necessary they will agree a time with you.

Out of Hours

It's not a 999
emergency.
But you need
medical help fast.

There's now



number to call.



when it's less
urgent than 999

The out of hours service, when the surgery is closed, is now provided by **NHS 111**. Instead of phoning HantsDoc as before, you now just dial **111** where you will be triaged by an operator under the guidance of a paramedic or nurse. If you need to see a doctor then you will be handed over to HantsDoc as before who will see you at the base, or do a home visit if clinically justified.

Contact Us

If you need to make an appointment or speak to a doctor or nurse, please contact us on **01256 479244**.

You can also make a routine appointment for an adult using the online booking service. Ask our receptionists for more information or visit the website:

www.chinehamsurgery.co.uk

You can also get news and updates about the practice on our Facebook page:

www.facebook.co.uk/chinehamppg

or use your smartphone to like our page here:



Practice Team News



In early July, we welcomed Emma Trimnell as the new Practice Manager. Emma is a qualified HR professional with experience of project and programme management, finance and procurement, governance, office management and internal and external communications within the public sector including the NHS, housing and defence.

Emma has worked in the NHS for over 9 years in total and has experience of working within a hospital trust, strategic health authority and a national project team.

Prior to joining Chineham Medical Practice Emma was Head of Business Management for the NHS Revalidation Support Team which developed and implemented a national system to assure patients and the public that licensed doctors are up to date and fit to practise.

We say goodbye to outgoing Practice Manager Moira Clark and thank her for many years of service at Chineham. Moira will continue to work part-time as a project manager on specific projects.

- Dr Vithuran Rahunathan joined the practice in 2013, but we are delighted that he became a partner in April this year working alongside our other existing partners, Philip Hiorns, Keith Ollerhead, Catherine de Mars, Shehla Jamil, Robert Green and Chiranthi Marston
- Doctors Debbie Abbott, Rachel Yarnton and Helen Bruce continue to ably assist the partners as our salaried doctors
- Congratulations to Dr Katherine Moir, who is now a fully fledged GP. Dr Moir is providing cover for Dr de Mars who is currently on sabbatical until October.
- Our trainee GP is Dr Poorani Viswesvariah who joined us in June.
- The nursing team is joined by Sister Anna Davies and Sister Jennifer Ward who bring a variety of external experiences. They work alongside our very experienced practice nurses, Jacquie Stephens, who specialises in diabetes and Sue Thompson who specialises in respiratory conditions such as asthma and COPD
- Congratulations to Julie Kirkup and Christine Embleton our healthcare assistants who recently obtained their Level 4 HCA qualification. They do phlebotomy, ECGs, hearing tests and health checks. They are also trained Quit Smoking Advisors alongside Sue Thompson.

Personalised Care Planning

This year brings the introduction of formal care-planning and a more planned approach to the way in which we work together to enable our patients to “live well” with their medical conditions. In an attempt to reduce crisis admissions to hospital and to improve communication between GP surgeries, carers, the Ambulance Service and Out of Hours Providers, a small percentage of our patients will be invited to meet with us to set up a proactive Care Plan with positive steps that can be taken at the earliest signs of any changes in their health. A Care Plan is a paper document which is drawn up together to summarise your care needs and priorities. The idea being that you hold the key information and know what steps to take if anything changes.

We would like to say thank you to all our patients for bearing with us during the recent system changes and also for your feedback and support.

Several major surveys have been conducted recently, one by our very helpful Patient Participation Group and another national survey commissioned by the Department of Health in line with the “Friends & Family” initiative. This encourages patients to say whether they would recommend their Doctors surgery to family and friends. In both cases, we received very positive and encouraging feedback, a significant percentage of patients indicated that the service we provide meets, or exceeded expectations.

We always aim to provide the best possible service to our patients and we appreciate any feedback to ensure we achieve this. If you wish to give feedback, you can use the “Comments & Suggestions” box in the waiting room, phone us or email us at NHCCG.chinehamsurgery@nhs.net