**Martins Oak Surgery**

**Newsletter**

Volume 1 Issue 1 Spring 2023

**Editor’s Comments**

***(Sam Bridgewater – Co-Practice Manager)***

Welcome to our new spring edition Newsletter put together with the assistance of our new Patient Participation Group (PPG). We hope you will find the newsletter interesting and informative.

Just to introduce myself, I joined the practice in January 2023 working alongside Carey Sinclair, Practice Manager, and have settled in well, with the staff, patients and clinicians making me feel very welcome.

**Website**



We are very pleased to announce that we now have a new practice website.

We still have a few tweaks to make, but you can visit it here <https://www.martinsoak.co.uk/>

**Improving Practice Questionnaire (IPQ)**



We would like to thank all our patients who participated in this survey. The result will help us to provide the best possible service to you.

Patient Experience Survey Results November 2022:

**99%**

of all patient ratings about this practice were Good, Very Good or Excellent.

**Patient Participation Group (PPG)**



The surgery has a new Patient Participation Group (PPG) who aim to represent the patient community and respond to the Practice’s services from the patients’ point of view. With the help of our PPG we will aim to improve patient services and enhance the care we provide.

Patient representatives discuss issues affecting the

practice, and help the surgery

to deliver the best service it can, contributing to practice decision-making, service development and provision.

Our current PPG consists of 6 members who are registered patients. They will be looking to accept new members in the near future – watch this space!

**Care Navigation**



‘Care Navigators’ can play a crucial role in helping people

to get the right support, at the right time to help manage a wide range of needs.

When you request an appointment, the patient care co-ordinators have been specially trained to

ask for a brief outline of your symptoms to be able to direct

you towards the right service which could be the Doctor,

Paramedic, Nurse, your local Pharmacist or another service.

*This is not the patient care co-ordinators being nosey. It is simply to try to make the best use of stretched NHS resources.*

Pharmacists are highly trained

and equipped to deal with

medication needs and are often a quicker alternative than ringing the Surgery.

**We are an Armed Forces Veteran Friendly Accredited GP Practice**



This means that, as part of the health commitments of the Armed Forces Covenant, we have an Armed Forces Champion who has a knowledge of veteran specific health services. This is important in helping ex-forces to get the best support

.

**Do you look after someone?**



**Let the surgery know if you are a carer.**

Carers are people who provide help and support to a family member, friend or neighbour who cannot manage on their own due to physical or mental illness, disability, substance misuse or frailty brought on by old age.

The surgery needs to know if you care for someone to ensure you are supported effectively.

**Volunteer Responder Programme**



Do you feel you need someone to talk to?

Do you need to improve your mental health and wellbeing?

Or do you know someone who needs support?

The Volunteer Responder Programme provide short term and long term friendly calls if you need support or just an ear to listen.

https://nhsvolunteerresponders.org.uk/

**Prescriptions**



Just a gentle reminder that

you need to allow 48 hours, excluding weekends and Bank Holidays, for your prescription to be processed.

Please note that we are unable to accept repeat prescription requests over the telephone.

**Expired Medication**



Medicines have expiry dates so you know when to use them by. After the expiry date medicines may not be safe or as effective. You should not take medicines after their expiry date.

If you have medicines that have passed their expiry date, take them to your pharmacist, who can dispose of them safely for you.

You should never throw unused or expired medicines in the rubbish bin or flush them down the toilet.

**Be Kind**



Unfortunately we are experiencing a significant increase in the number of

patients that are being verbally aggressive and abusive to our reception team in person and on the telephone.

Our staff are working really hard to provide the best possible care and receiving daily abuse is demoralising and upsetting.

Anyone who is rude to staff or disrespectful will receive a warning letter and if the behaviour is repeated they will be removed from the practice list and have to register elsewhere.

We are aware that these incidents do not reflect the behaviour of themajority of our wonderful patients.

**Closed**

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We are closed:

Early May Bank Holiday - 1st May 2023

King’s Coronation – 8th May 2023

Spring Bank Holiday – 29th May 2023

During this time if you need medical advice please use NHS 111.