



# The Hungerford Surgery



Modern medicine, Traditional values

WINTER NEWSLETTER 2021

**Please note: We are now open from 8.00am - 6.30pm**

Dear Patients,

We've had major changes in the practice recently and would like to share with you our current situation and some of our plans to address this situation. As you may know, we have been short of one doctor since Dr Helen Walters left in September. One of our other doctors, Dr Rachel Rowe, will also be leaving in May 2022 due to relocation. We are trying our best to recruit for these positions but if we are unsuccessful, we will be down to less than 2/3rd of our capacity which will be very difficult for the practice to sustain. We have approached our local primary care Clinical Commissioning Group for possible support and advice.

The demand in General Practice is much higher than the pre-pandemic levels. As a result, the waiting time for routine appointment, especially to see your usual GP can be up to 4 weeks. In the meantime, if your problem is urgent, you can see the duty doctor or another doctor. We have various experienced locum doctors helping us who you may be offered an appointment with. The appointments can be face to face or telephone consultations.

We have new additional roles starting in the practice to support our clinical team. These are Mental Health Practitioner, First Contact Physiotherapist, and a trainee psychotherapist. You may be offered an appointment with these members of our team instead of a doctor if appropriate for your problem. They will be able to offer help in a quicker and more efficient way. Our administrative team has various new members who are still in the process of learning. This includes our new Pharmacy Technician who deals with prescription queries. We are also trying to recruit for a Clinical Pharmacist and various administrative roles to support the existing team and help deliver the services more effectively.

We understand that this is a very difficult and uncertain period for everyone but please bear with us while we go through this busy period of change. We are trying our hardest to maintain the services. Every single member of our team is committed and here to help you in the best possible way that we can.

Thank you,

Drs Niti Sodhi, Ellora Evans & Emma Alcock

## Update on Covid-19



Following the recent update from our Prime Minister on Sunday 12th December, we would like to give a quick update to our patients as to our position regarding the Covid-19 Booster vaccination programme.

The practice has signed up for to the new initiative in support of our Primary Care Network (PCN) colleagues at the Lambourn and Kintbury & Woolton Hill surgeries.

However, we will NOT be offering vaccinations due to our current lack of resources (health care professionals). Instead the practice wants to focus on offering care to the patient population, including continuing to catch up following the previous COVID lockdowns.

We also ask our patients to respect our safe practice guidelines in surgery, including wearing a mask, keeping social distance and following hand wash guidelines.



## STAFF UPDATES



We appreciate there has been recently a bit of a wait to see the doctors here at the surgery, this is due to an increase in the need of appointments and the departure of Dr Walters from our practice. Please keep this in mind when booking a routine next available appointment. We have also introduced a new referral service to offer patients same day consultations with their local pharmacist.

Following the news of our wonderful Receptionists Theresa Baggot and Jo Ulry retiring during the Summer months, we are now pleased to welcome Rachel Hewer and Louise Marshall to our hard-working Reception team. We are also pleased to welcome Lauren Burbidge as our new Pharmacy Technician.

## Saying goodbye:

*Dear Patients,*

I have thoroughly enjoyed my time working at the Hungerford Surgery, in what has been an incredibly challenging time in general practice. I cannot speak highly enough of the care and kindness demonstrated by ALL the staff at the surgery, it has been an absolute pleasure to work here. Likewise, the support from all the patients I have met during these months has been heartwarming. I am leaving to take up a partnership role at another local practice which is a fantastic opportunity for me personally and will allow me to work hard at delivering quality primary care.

*Dr Helen Walters*

## WE ARE HIRING



In light of Dr Walters having left the surgery and the forthcoming departure of Dr Rowe, we now have two vacancies available for a GP partner/salaried GP to join our practice. Applications are currently open, please visit our website practice news or contact the surgery on 01488 682507 for more information

## Minor Illness clinics



Pressures on primary care services are making it more difficult for patients to access GP consultations. And with GP shortages, and increased demand from patients due to an

ageing population, rising patient expectations and the shift of care from hospitals to the community mean nurse-led minor illness clinics can play a key role in managing demand for same-day appointments.

I have started offering these clinics on a Thursday as a Primary care NP.

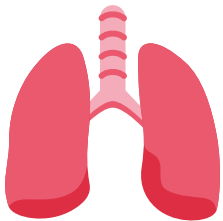
As a NP I have undertaken additional medical education in order to provide advanced nursing care. I can assess and examine you, make a diagnosis and provide advice and treatment including a prescription if required.

These slots will be offered to patients aged 2 and above requesting urgent on the day appointments. Minor illness can range from any ENT concerns, UTI's, mild infections, dermatology, respiratory to conjunctivitis as just some of the clinical presentation examples I can see.

Please be assured that a GP's appointment will always be available should you prefer but you may get an earlier appointment if you opt to consult me as a NP.

-Penny Saich (Nurse Practitioner)

## What is Spirometry?



Spirometry is used as a long function test to try and aid the diagnosis of a respiratory condition.

We are currently working through the backlog of patients awaiting diagnosis. These patients; we are trying to book in with a gap between to air and clean the room as well as sterilize equipment. Meaning the appointment can take some time due to this process.

Patient's who have already been diagnosed with COPD no longer require an annual spirometry as it is not seen to add much to the management of this condition. Although this is subject to discretion and each patient's individual needs.

REMEMBER TO

*Wrap up warm  
this winter*



*Merry Christmas!  
From all of us at Hungerford Surgery*