



waccg.putneymead@nhs.net

0208 788 0686

www.putneymead.co.uk

G.P.'s behind closed doors

After being broadcast for 8 consecutive weeks on Channel 5 at 8pm, G.P.'s behind closed doors proved a great success.

The programme was trending at number two in the UK on Twitter and gained around 1.1 million views per episode. The programme was praised for having a

"Great insight into the hard work of our GP's and the compassion they demonstrate. Support your GP!" – anon twitter user

We would like to thank all the people who were involved in the making of the program and to anyone else who tuned in to watch the program and support those who featured in it.



Calendar Dates – Please note the practice will be closed over these upcoming bank holidays

When the surgery is closed please call the NHS out of hour's service on 111. (This number is not for emergencies)

Saturday 2nd May

Monday 4th May

Saturday 23rd May

Monday 25th May

Chloe Brathwaite- Physician Associate

Here at Putneymead we are very fortunate to have our very own Physician Associate. Chloe graduated in 2014 from St George's University of London.

A Physicians' Associate is a healthcare professional who has clinical training. Her job is to support doctors in the diagnosis and management of patients. She is trained to perform clinical examinations, diagnose illnesses, analyse test results and help develop care management plans.

Chloe is able to diagnose and treat a wide variety of ailments she also has a certain amount of telephone appointments available each week. We are fortunate that as well as having over 200 GP appointments a day we can also offer you Chloe's Physician Associate appointments too.

You may be booked in with Chloe if you have spoken to the duty doctor on the telephone that day and they think you need an examination. In addition to this Chloe is able to treat babies and children.



Feedback – Your opinion matters

We are continuously processing your feedback to make improvements at the practice.

Please ask reception if you would like to fill out our 'Friends and Family' feedback questionnaire. In addition to this look out for the tablets located on 1st and 3rd floor reception desks which will electronically process your feedback.



Alternatively join the Patient Participation Group. The Patient Participation Group is run by patients for patients. If you are interested in joining us please do let us know by sending an email to:

WACCG.putneymead@nhs.net

The aims of the group are to:
Benefit all patients by influencing the delivery of health care services in the surgery and in the local NHS.

Enable all patients to take an active interest in their health through health promotion services and information

Provide a channel of communication between medical and support staff based at the surgery and their patients, thus allowing ALL patients to have their voice heard, particularly with the arrangements at the new practice.

The PPG meet every few months to discuss alongside management any issues they would like to bring to light.



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Maternity News

Dr Joanna McEwen has returned to Putneymead and currently works Monday, Tuesday and Thursday.

Dr Nicky Naunton-Morgan will re-join the practice in late April.



P.A.C.T Appointments

The Planning all Care Together (PACT) programme aims to revolutionise how patients with long-term conditions are cared for. It will mean patients and service users feel better and are able to live more independent lives.

If you have a condition such as Cancer, Cardiovascular Disease, Dementia, Diabetes, a Mental Health condition, Respiratory conditions you could be supported to manage your condition, get help to recover your independence after illness or injury. In addition to this, benefit from a comprehensive, coordinated plan of care that is communicated across health and social care. You should feel your care has been well coordinated with smooth transitions between professionals or services. Finally you will experience fewer steps in your journey across health and social care services.

Please ask at reception for more details.

Hay fever management!

As the weather begins to get warmer, plants and trees begin to blossom into flower. Unfortunately however these flowers release pollen which causes the common allergic reaction called: Hay fever

Symptoms of hay fever include: sneezing, a runny nose and itchy eyes.

Many cases of hay fever can be controlled using over-the-counter medication available from your pharmacist. The pharmacist can provide you with any extra information you need about hay fever as well as suggesting the use of antihistamines.

You can take precautions to prevent hay fever symptoms in the first place. Wear wraparound sunglasses to stop pollen getting in your eyes when you are outdoors. Change your clothes and take a shower after being outdoors to remove the pollen on your body. Finally check the met forecast for the pollen count over 50 means pollen levels are significantly high and you should perhaps stay indoors or take an antihistamine before you go outside.



There were **285** GP appointments not kept in March. That is almost 50 consulting hours. Please call the surgery if you are unable to attend your appointment so that it can be given to someone else.

Front of House Feedback

Here at Putneymead we have created a focus group consisting of different roles of staff who aim to have fortnightly meetings regarding the improvement of the practice. This group includes receptionists, admin and doctors. They address a potential improvement that can be made within the practice and then gather first hand research by monitoring paperwork or procedures which could be used more effectively. This first hand research is another form of feedback we are using to improve our services further.

Our services – did you know?

Online appointments – ask reception to print out your online login details for you. Online appointments can be booked up to 4 weeks in advance or for the next day at 18.30 the night beforehand.

Please note that there is the same number of appointments bookable online as there are by telephone

