

Patient Newsletter

Spring 2025

Welcome to our Spring 2025 newsletter!

We have some important updates, exciting new additions to our team, and essential information about upcoming holidays. Read on to stay informed!

Easter Opening Hours

Please note that the surgery will be closed on
Good Friday
(April 18th)
Easter Monday
(April 21st)

If you need medical assistance during these times, please contact NHS 111, visit your local pharmacy for advice or in an emergency dial 999.

We wish all our patients a safe and happy Easter!



Join Our Patient Participation Group (PPG)

We're always looking for patients to join our Patient Participation Group (PPG), a group that helps us improve the services we offer and ensure we meet your needs.

If you'd like to be part of this important group, please get in touch with us at reception for more details on how to join.

Farewell to Our Long-Time ANP

Lynn Walworth

After many years of dedicated service, Lynn, our beloved Advanced Nurse Practitioner (ANP), will be retiring. Lynn has been a valued member of our team and has cared for countless patients throughout her career with us. Both staff and patients will miss Lynn greatly. We wish Lynn all the best in her well-deserved retirement and thank her for her years of service and commitment to patient care.

There will be a Farewell Book for staff and patients to write best wishes and memories in for Lynn available at Reception.

We would like to welcome to the team....

Dr. Charlotte Harraway – Our New Salaried GP

We are excited to introduce Dr. Charlotte Harraway, who will shortly be joining us as a salaried GP. Dr. Harraway brings a wealth of experience and will be a great addition to our team. She looks forward to meeting all our patients and working closely with the rest of the team to continue delivering excellent care.

John O'Shea – Our New Paramedic

John will be working alongside our clinical team in a new role, helping to deliver urgent care and support to our patients. His experience in urgent care will be invaluable in supporting our GP team and improving patient care.

Izzy Hornsby – Our New Practice Nurse

We are delighted to welcome Izzy as our new practice nurse! Izzy brings with her a wealth of experience from her time in the community nursing team, where she developed strong skills in patient care and health management. We're excited to have her on board and look forward to the positive impact she will undoubtedly make in supporting our patient's healthcare needs.

If you are unable to attend always cancel your appointment

Last month (March 2025) **78** appointments were missed resulting in nearly **22** hours of clinical time being wasted.

Exciting Technological Advancements at the Surgery!

The GP Partners have recently invested in two cutting-edge solutions:

MedPoint, our new 24/7 prescription dispensing machine, allows you to collect your medication at any time that suits you. To use this service please enquire at reception.

Titan, a powerful software system that streamlines our internal dispensing process, helping us process prescriptions more efficiently.

Together, these advancements are designed to speed up prescription turnaround times and make accessing your medication more convenient than ever.

We hope you have noticed the difference!

Coming soon...

Introducing the Patient Health Pod – Your Wellbeing at Your Fingertips

We are thrilled to announce that we will shortly be installing a Patient Health Pod at our practice! This innovative new addition will allow you to easily check your blood pressure, weight, height and record other key health information which will then automatically update onto your medical record. The health pod will be available for use during our opening hours and will be situated outside rooms 1 - 3.

We believe this will help our patients' stay on top of their wellbeing and improve overall health management.

With special thanks to members of our Connect group, in particular Caroline, Pam and Dawn who along with patient donations have managed to raise over £1000 towards the purchase of this invaluable piece of equipment.

Hay fever



Visit [nhs.uk](https://www.nhs.uk) for things you can do to ease your symptoms when the pollen count is high.



NHS App

Do more with the NHS App!

- Order repeat prescriptions
- Book appointments
- View your records

And much more...

Having difficulties with your mental health?



Call 111 Option 2

Mental health crisis support available **24/7** for **all ages** via **NHS 111**

For anyone in need of support right now:

CALM – 0800 585858
Mind – 0300 123 3393
No Panic – 0844 967 4848
Bereavement – 0808 808 1677
PAPYRUS – 0800 068 4141
Samaritans – 116 123
Abuse - 0808 2000 247
Refuge – 0207 395 7700
SHOUT – text **SHOUT** to 85258