Issue 1 – Sept 2019

**Wyvern Health Partnership**

As you are all probably aware, we are currently working on merging 6 practices (Hawthorn, Kingswood, Old Town, Merchiston, Priory Road and Lawn). This work started over 2 years ago and we are making good progress towards our goal. As yet there is no date for merging and this will happen when we are all ready.

We know that this may concern patients, particularly in light of the 5 practices in Swindon that were taken over by the IMH group but we want to reassure you that our approach is very different, and will remain a Partner owned organisation.

As patients will be aware, our GP practices are experiencing increasing demand on our services with considerable pressures on the resources, and on our teams in particular. The creation of the Wyvern Health Partnership will ensure that we continue to operate in the best interests of you, our patients, who are at the centre of everything we do.

The aim of the new partnership is to deliver a lasting and efficient primary care service, which can attract and retain GPs, other clinical staff and support staff. This in turn will improve the quality of care, and patient satisfaction.

**So what will it look like when we do merge?**

* We will still be working from 6 locations, across Swindon, as we do now
* We are committed to keeping our team members, and there are no plans for redundancies
* And those team members will remain in their current roles, working at the practice they work at currently - our current teams are critical to our success
* Our uniqueness as a practice will be retained
* We will be called Wyvern Health Partnership, however your own practice name will not change – for example, “Hawthorn Medical Centre, part of Wyvern Health Partnership”
* As one organisation we will have approx 200 staff and 22 partners

**Why are we doing this, if nothing is going to change?**

We have benefitted greatly from working together over the last couple of years, this includes;

* Attracting staff to roles at the practice, including GPs – across the 6 practices there are very few vacancies and those that we do have are being filled in the short term by locums
* Sharing of locum GPs to ensure that we have cover for sickness and maternity leave
* Setting up a service for a clinician to manage all the care homes that we look after. This ensures better continuity for the patients
* Sharing best practices in everything from how we purchase items for the practice to how we manage our clinics effectively.

**So what will we look like in 2 to 3 years’ time?**

The work that we are doing is very much supported by NHS England and we are being encouraged to work together in Primary Care Networks, and as Wyvern Health Partnership we are committed to doing this.

The government is funding more clinical roles to work across practices. This includes a Social Prescriber (someone who can help patients with some of the factors which might be affecting their health, such as low income, exercise, healthy diet and loneliness). They are also funding a Clinical Pharmacist to work across the practices too. Their role is varied but is about supporting GPs with medication reviews, or running their own clinics and supporting patients / GPs when a patient is discharged from hospital, to ensure their medication is correct.

In 2 or 3 years there will be other roles recruited to work across the 6 practices and these include a Physiotherapist and a Paramedic; however, we still need the stability of our teams in the 6 locations so only a few job roles will be to work across Wyvern Health Partnership.

In addition to the Care Home Practitioner we have in post, the Wyvern Health Partnership is currently recruiting for a Home Visiting Practitioner, a Social prescriber, an Administrator and a Clinical Pharmacist.

**Patient Involvement**

We really do need to hear from you, our patients, and involve everyone in the future of General Practice. Currently all six practices have a Patient Participation Group (PPG’s). These groups meet regularly to discuss issues at their practice. We are also starting to meet as 6 PPGs too which is an exciting opportunity to really get to understand what is happening in general practice and to make a difference.

As practices, **we do you need your views**, so this is a request for any patient with some spare time to contact their practice receptionists about helping us to develop the best services we can.

**Let’s talk about Cancer’**

Old Town Surgery and it's Patient Participation Group (PPG) are holding a

Patient Education Event on **Tuesday 5th November 2019** from **6:00pm - 8:00pm**

at **Nationwide Conference Centre, Pipers Way, Swindon SN3 1TX**

Guest speakers include Rupert Beck - Consultant Urologist, Anushka Chaudhry Consultant Breast Surgeon and

Hannah Hollis - Cancer screening facilitator for Oxfordshire & Swindon

as well as representation from Prospect Hospice, Action before cancer (ABC) and Macmillan

To book a place for this event, please follow the link:

<https://www.surveymonkey.co.uk/r/NZVF63Q>

**What’s going on at Old Town Surgery?**

**Surgery news**

Dr Stefan Atanasov will be increasing the number of days he works at Old Town Surgery.

Dr Atanasov will be available for appointments Monday, Tuesday, Thursday & Fridays from 16/9/2019

We would also like to welcome two new receptionists to the team - Deborah & Susan will be joining the reception team in September.

**Flu Clinics**

Please support your surgery and get your flu vaccination with us. We are running a clinic on **Friday 25th October 2019 from 2:30pm – 6:15pm**

**for any patient over the age of 18**

Catch up clinics will be run in November for patients over the age of 18 and separate flu clinics will be available for children who are eligible

If you are eligible you will be notified. We will also put information on our website and in the surgery to advise our patients.

**Doctor Link Appointments**

This is a new, free simple and easy to use system that gives our patients the opportunity to be assessed on-line using a series of questions about your symptoms. If you need an appointment we will contact you and book it for you. Download the Doctorlink app today or sign up via our website [**www.oldtownsurgery.com**](http://www.oldtownsurgery.com)

**This service is for over 16’s only.**

**Prescription Ordering Direct (POD)**

Old Town Surgery patients are now able to order their prescriptions over the telephone

By calling **01793 683755** from any mobile phone or landline, patients can discuss their needs with a trained adviser and arrange their medication while at home, at work or even on the go.

Orders made over the telephone will be reviewed by a GP and, once it has been approved, be ready for collection within 48 hours from a nominated pharmacy. All calls made to POD will be answered by either an experienced prescribing clerk or a member of the CCG's Medicines Optimisation team.

Calls to POD can be made between 9am and 5pm every weekday, excluding bank holidays. The service is not open at weekends. At very busy times, it may sometimes take longer than usual for calls to POD to be answered.

In these instances, patients who call between 9am and 12pm can request a same-day call back from a member of the team by leaving their contact details in an answerphone message.  Unfortunately, the same day call back service is unavailable to those calling after midday.

Any information shared over the telephone will be kept confidential.