



Whitewater Health Newsletter

Winter 2023 edition

Find us at www.whitewaterhealth.nhs.uk

Tel: 01256 762125 or 01252 842087



"Providing high quality healthcare,
in a safe and caring environment."

Hello and welcome to the latest edition of the Whitewater Health newsletter.

Later in this edition you will find our festive season opening times and information about ordering repeat medication. As Christmas is such a busy time please make sure that any requests for repeat medication that are required to be ready for collection prior to Christmas are made by **Wednesday 13th December**. Any requests received after this date cannot be guaranteed for processing prior to Christmas.

We are thrilled to announce that we have recruited 3 new GPs for our Hartley Wintney Surgery. This brings our clinical team compliment to full staffing and all of our patients will have a named GP in the new year. Dr Eleanor Jones joined us in October and is already proving to be very popular with her patients. Dr Rebecca Le Vay and Dr Ash Bagheri also join us from December and January respectively ; some of you may have already met them as they have worked with us as GP locums for a while and they have decided to join our staff permanently - our team are delighted to welcome them all to our practice.

We have also recruited three incredible new nurses in the last 6 months who work across both Hook and Hartley Wintney.

Sam, Alex and Fiona bring an array of clinical skills to our team and provide extra capacity to meet the increasing demand and expectation of our service.

The year has also seen the retirement of two of our longest serving GP Partners; Dr Sarah Longstaff retired after 30 years of service in the summer and Dr Andrew Fernando retires after over 25 years with Whitewater Health at Christmas. We wish them the very best of luck for the future and thank them for their incredible efforts and support over the last three decades. Thank you to all of our patients who wrote in their retirement books and sent cards and gifts of thanks. The team and their colleagues past and present will miss them both greatly.

Dr Lynne Heathorn and Dr Clair Botting continue as our GP Partners leading the practice into the future supported by their management team, GP and clinical colleagues and our wider team of administrative staff who work tirelessly to provide the best possible service within our limited resources.

We hope you enjoy these publications and may we take this opportunity to thank you for your support and ongoing feedback. Our team wish you all a merry Christmas and a happy and healthy new year for 2024.

Appointment System

How does it work?

The practice offers both on-the-day GP appointments as well as pre-bookable appointments. The practice has a wide variety of clinical staff and the quickest and most appropriate medical colleague to advise you on your medical query may **not** be your GP. We offer medical care from Advanced Nurse Practitioners, Physiotherapists, Paramedic Practitioners, Clinical Pharmacists, Practice Nurses, Healthcare Assistants, Social Prescribers, Health and Wellbeing Coaches and Mental Health Practitioners.



Can I get an appointment the same day?

Yes. These are bookable from 8am each morning and from 12 noon in the afternoon and can be obtained via the telephone service, by booking online (once full there will be no appointments available to see/book) via "Patient Access" or NHS app (if you are signed up to these services) or by visiting either our Hook or Hartley Wintney site.

Can I book an appointment in advance?

Yes. These are available up to 2 weeks in advance and can be booked in the same way as our on-the-day appointments including a evening clinics regularly throughout the week and appointments on Saturdays.

What are the different kinds of appointment available?

We offer telephone appointments, face to face appointments or an e-consultation service via our website. From this service you can obtain advice regarding a medical condition or you can choose from several options where you can seek help before contacting your GP practice. **Receptionists will ask you to provide as much information as possible so that they can navigate you to an appointment with the quickest and most appropriate clinician available.**

Appointment demand is increasing. The practice is fully staffed and our services are provided within the restraints of our current resources and GP contract with the NHS.

As a member practice of the Whitewater Loddon Primary Care Network, we work



alongside Clift Surgery and Chineham Medical Practice to offer increased services and share resources and staff to offer as many appointments as possible. These services include both core functions such as physiotherapy and mental health among other services. We work together offering community based services such as the COVID vaccinations.

Appointment System

Why do we only offer appointments 2 weeks in advance?

In May this year, NHS England instructed all practices to offer appointments within 2 weeks. If appointments are of a priority nature, we have dedicated on-the-day appointments. All other appointments must be offered within 2 weeks.

Once the appointment book is full, patients are asked to contact 111 for medical advice. The 111 team also have dedicated slots to book at GP surgeries. They will do a more in depth clinical triage of your circumstances and their team will either book you an appointment in one of these appointment slots, refer to A&E for urgent cases or suggest other clinical support such as pharmacies or other primary care services.

Changes to our appointment system were made in the summer to accommodate this NHS guidance. We managed to increase our capacity by around 10% and combined with this, we have successfully recruited three new GPs to our Hartley Wintney Surgery. This brings our GP staffing levels at that site to full capacity. We have also recruited a new GP for Hook meaning only one vacancy is currently covered by a locum GP.

Why do our reception team triage our patients?

Booking appointments is a highly complex process. Our Patient Service Coordinators ask questions to patients under guidance from the GP team and NHS England requirements. This ensures that patients are booked to the clinician who is most appropriate to offer help and to offer the soonest available appointment. Some of our GP appointments must be reserved for patients with the most complex and high risk conditions or who need ongoing specialist care. Other clinical staff are able to prescribe medication, offer more current and specialist care and can offer appointments to patients far more quickly.

Why does demand outstrip supply?

Whitewater Health has more clinical capacity available than ever before. Our patient numbers have only increased about 10% in recent years; but expectations of our service have put significant pressure on a system that has an increasingly limited pool of clinicians available to recruit and a budget that is not supportive of patient demand.

Let's work together!

Whitewater Health is a large practice with experienced staff who choose to work in the caring environment of the public sector. We are not perfect. We have limited resources. When our staff face abuse or unnecessary pressure, they sometimes leave or go off sick, putting further pressure on a system facing unimaginable pressure, particularly in the winter months.

If our patients are calm and tolerant, our staff remain resilient and we can offer you the best service we can. We are here to help you and ask for your support as we work in an environment that is challenging every day. Thank you!

National patient survey 2023

National GP Patient Survey results 2023

Thank you to all those who took part in the national patient survey this year. 2.65 million surveys were sent out from the 3rd of January to the 3rd of April 2023. Around 760,000 patients completed and returned a response. The full report and results are available at:

[Statistics » GP Patient Survey 2023 \(england.nhs.uk\)](https://statistics.nhs.uk/gp-patient-survey-2023)

Please see some of our results below. Whitewater Health has scored consistently against the national average responses and in many of the areas our performance was better.

We of course accept we still have work to do and we have listened to feedback from this survey, our patient participation group and from our national complaints review. On the next page you will see what actions we have taken to make further improvements to support our patients and your needs.

Question	WWH %	National%
Do you find the receptionists at this GP practice helpful	86%	82%
Are you satisfied with the general practice appointment time available	29%	53%
Were you satisfied with the appointment offered	61%	59%
How many patients took the appointment they were offered	93%	96%
How many were given a time for their last general practice appointment	94%	91%
How many patients say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	81%	84%
How many say the healthcare professional they saw or spoke to was good at listening to them during their last appointment	84%	85%
How many say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last GP appointment	79%	84%
How many were involved as much as they wanted to be in decisions about their care and treatment during their last GP appointment	95%	90%
How many had confidence and trust in the healthcare professional they saw or spoke to during their last GP appointment	97%	93%
How many felt their needs were met during their last GP appointment	93%	91%

**We hear you! Thank you for your kind
and helpful feedback.**

Your feedback counts!

"You said, we did"

The practice receives feedback in a variety of ways including from our Patient Participation Group, national surveys and comments online, via Facebook and other media.



In response we have **listened** and taken action in a variety of ways in 2023.

Suggestions and comments

More staff to answer telephones and be visible on reception desks

Recruit more GPs and Nurses

Offer appointments in the evenings and on Saturdays

A better telephone system with the phone answered more quickly

Improved access to home visits for our most vulnerable patients

Responses and actions

5 new members to our Patient Services Team have been recruited

In 2023 we have recruited 4 new GPs and three new nurses

In the summer of 2023 we started to offer appointments every week in the evenings and on Saturdays with GPs and nursing staff

A further review of our telephone system has taken place. Although we cannot replace the system for the foreseeable future, we have updated and shortened the messages and options and endeavour to answer the phone more quickly with more receptionists available.

A dedicated frailty team with two nurses, a paramedic practitioner and a team administrator has allocated extra resources available to support this patient group



We're recruiting!

Whitewater Health

"Providing high quality healthcare,
in a safe and caring environment."

It is nearly time for a New Year resolution! Do you want to try a new career and a fresh challenge? Whitewater Health employs around 70 staff and we offer career opportunities within our clinical, administrative and management teams.

We currently have the following vacancies:



- **Multiple receptionist positions with various hours available**
- **Nurse Team Administrator specialising in various functions supporting our nursing and HCA teams**
- **Advanced Nurse Practitioner - part time hours available**
- **Salaried GP role - part time or full time**

We offer a friendly and fast-paced environment in a busy GP practice with a competitive employment package.

Please contact us for a job description or further details from our Operations Manager at joanne.clinch1@nhs.net

URGENT APPOINTMENT SYSTEM PROCESS FOR THE CHRISTMAS AND NEW YEAR PERIOD

Please be aware that from Wednesday 20th of December ALL of our appointments at Whitewater Health will be book-on-the-day only. This is to ensure our patients receive the quickest access to the best possible care and our calls are answered as efficiently as possible. It increases our capacity and adds resilience to our processes.

Our normal service will resume on the 4th of January 2024.

When our appointment book is full, patients will be directed to call 111 or 999 as appropriate.



This is the busiest time of the year for general practice and we ask you to work with us during this period - thank you.



Repeat medication 5 day turnaround

Please be reminded that the practice cannot offer URGENT medication requests.

When travelling or staying away from home, please ensure you allow plenty of time to process your repeat prescriptions.

Please be reminded that when ordering routine repeat medication, to allow 5 clear working days before collection will be ready (stocks permitting). As the first day is assigned for receipt rather than processing and weekends and bank holidays are not included, please allow the following recommended times for medication to be ready for collection thank you:



Monday to Friday



Tuesday to Monday

Wednesday to Tuesday

Thursday to Wednesday



Friday to Thursday

Whitewater Health receives up to 300 requests for repeat medication each day.

Local pharmacies receive hundreds more daily in acute and immediate requests.

Pharmacy IT systems are not connected to general practice IT systems and communication can be slow and challenging. Please bear with us while we communicate as required.

Please be understanding should your medication not be ready when you hoped. Our staff work closely with the pharmacy teams and we can always sort out problems efficiently.

Please make sure you check your medication packet BEFORE leaving the pharmacy.

Neither the pharmacies nor your GP practice can make changes once you have left the facility. General Practice CANNOT and does not have the means or role to give financial refunds for any errors for medication. Patients MUST check their packets upon collection and resolve any errors with the pharmacies, thank you.

General Information

Whitewater Health

"Providing high quality healthcare,
in a safe and caring environment."



Whitewater Health Opening Hours

Monday to Friday 8:00 - 18:30

Festive period Bank Holiday Opening Hours

Friday 22nd Dec - Open

Monday 25th Dec - Closed

Tuesday 26th Dec - Closed

Wednesday 27th Dec - open

Thursday 28th Dec - Open

Friday 29th Dec - Open

Monday 1st Jan - Closed

Tuesday 2nd Jan onwards - open

GP Lists

At Whitewater Health, our 12 GPs carry an allocated list of registered patients each. This is important for clinical continuity and patient stability and helps build working relationships with your doctor. Our list of permanent GPs are as below:

Dr Lynne Heathorn (partner)

Dr Clair Botting (partner)

Dr Fabian Trevelyan

Dr Amar Sangha

Dr Alex Wazna

Dr Hira Gurung

Dr Eleanor Jones

Dr Rebecca Le Vay

Dr Ash Bagheri

Locums:

Dr Henry Matson

Dr Rosie Bayly

Dr Yasmin Ball



Hook and Hartley Wintney Medical Partnership

Quality Report

The Surgery,
Reading Road,
Hook,
RG27 9ED
Tel: 01256 762125
Website: www.hooksurgery.nhs.uk

Date of inspection visit: 29 October 2015
Date of publication: 18/02/2016

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this service	Good	●
Are services safe?	Good	●
Are services effective?	Good	●
Are services caring?	Good	●
Are services responsive to people's needs?	Good	●
Are services well-led?	Good	●

Whitewater Pharmacy Opening Hours

Monday to Saturday: 09:00 to 21:00

Sunday: 08:00 to 21:30

Closed daily 1pm to 2pm

Whitewater
Pharmacy
Bringing healthcare to life

