Issue 73 October 2022



STOKEWOOD SURGERY

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Branch Site:

OLD ANCHOR SURGERY

Riverside, Bishopstoke,

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 Stokewood Surgery

Full information on the services and opening times of both sites can be found on our website: www.stokewood.co.uk



Latest News

Featured this month:

* Premises Update
* Staff Changes
* Covid and Flu Clinics
* Cancer Screening Services
* Car Parking
* eConsult



PRESCRIPTION REQUESTS

We do not take requests over the telephone.

Please use the NHS app or sign up for online access.

We accept emails to: WHCCG.stoekwoodsurgery@nhs.net

If you request prescriptions by paper you will need to nominate a pharmacy where your medication will be prepared as we are no longer giving out paper prescriptions.

**Premises Update**

Further to our newsletter in July, we are delighted to announce that funds have been made available from the money collected from developers by Eastleigh Borough Council and the Hampshire and IOW Integrated Care Board have approved our plan to put two portable cabins on the grass area to the rear of the Practice. These two cabins will be specially built, to a high clinical standard, and both will have two clinical rooms and one small waiting area in each. A planning application will be going in shortly to Eastleigh Borough Council and we are hopeful that this will be approved. There will be an access pathway from the back of Stokewood Surgery to the portable cabin. We are hopeful that these specially commissioned units will be available in January 2023 and these will enable us to increase clinical staffing at the Practice

Our longer term aim is still the same however, we are working alongside the Hampshire & Isle of Wight Integrated Care Board and with Eastleigh Borough Council on an exciting project for a new building big enough to cater for the expected increasing population.

We will keep you regularly updated on our progress with both the portable cabin installation and plans for a new building.

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**Staff Changes**

We are very sad to say that Dr Frankum will be leaving us in December. She joined the practice six years ago and has been very popular with patients and staff. However, we have recruited a new GP, Dr Rashid, and she comes to us highly recommended from a practice in Lyndhurst. She will join us fully in January 2023 but in the meantime you may see her as she works some locum sessions to get used to the Practice and the area before taking over Dr Frankum’s patient list.

We are also going to lose Mandy, one of our fantastic Healthcare Assistants in November and we are currently recruiting her replacement.

**Covid & Flu Clinics**

We are inviting patients according to priority categories for their covid and flu booster vaccinations. If you are invited for a covid vaccination, you will be offered a flu jab at the same time. If you have had a covid vaccination already but are still awaiting your flu jab, we are arranging clinics where these can be done separately. Likewise, anyone not wanting a covid vaccination but still wanting flu jab can also book into these. You should receive an invitation soon but you can ring and book in the meantime.

 **Cancer Screening Services**

During the height of the pandemic, a lot of patients missed out or delayed their screening appointments. If you missed an appointment for a cervical smear, mammography or bowel cancer, please contact the surgery. If you have the information sent to you from the screening services, please use the contact number supplied and they will help you with a new appointment or kit. Screening saves lives and every precaution to keep patients safe from covid-19 is being taken so there is no need to avoid attending your screening appointment

**Car Parking**

With the return to more face-to-face appointments, the car park will be busier. Please walk or get a lift to the Practice if you can. Please park carefully and use only one space. Do not park in the covid parking bays unless directed to by a GP or use a disabled bay unless you have a disability.

Please do not park in the area marked for residents of Stokewood Close sheltered housing. If you are visiting someone in Stokewood Close, or are a resident, do not use the Stokewood car park spaces, not only are you depriving a patient of a space but these spaces are rented, at considerable cost, by the surgery, along with our premises.

If you park on any local roads near the Surgery, please be respectful of local residents and do not block driveways or paths/pavements. For visitors to Old Anchor branch site, please be aware that the Practice has only 6 parking spaces and the majority of spaces behind the surgery are private spaces for Old Anchor Flats. Thank you.

**eConsult – why is it offline when the Practice is shut?**

Originally the plan was to have it available 24/7, as did other GP practices. However, it became apparent fairly early on that patients would use this when they should be using 111, the ‘out of hours’ service.  There are several reasons why this is a problem. Firstly, some patients were ignoring the ‘red flags’ that asked them to stop eConsult and ring 111 or 999, as they didn’t want to make a fuss or would rather wait for the GP Practice to open, so they would go back and ‘tweak’ their answers. This is obviously very dangerous for some conditions.

For patients not in a life-threatening situation, but who could/should have got advice and/or care during the hours we were closed, they would now fill out a form and wait for us to contact them when we re-opened as it was easier than getting through to 111 or they preferred that to visiting a pharmacy or minor injuries unit.

A consequence of ‘opting out’ of out of hours care is that a large sum of money is deducted from our contract to pay for these services on behalf of our patients.  Unfortunately, we quickly found, as have many other surgeries, that not only were we paying for an ‘out of hours’ service for our patients but we were now getting a high proportion of the enquiries and work that was previously handled out of hours submitted to us via eConsult.

It may be in future we are able to return to having it available out of hours again but at present, it will remain open only during our contracted opening hours.