

# Wilson Practice News

August/September 2018

## Welcome to our new GPs and learners

We are delighted to report that we welcomed three new, permanent doctors to the team in June. A great addition to the team, **Drs Davis, Wagstaffe and Price** are already taking a share of the On Call responsibilities and have assumed 'usual doctor' status for some patients. They will be taking on new patients registering with the practice in the coming months.



**Dr Bethan Davis**

*works on Mon, Tues, Wed and Fridays*



**Dr Sarah Wagstaffe**

*works on Mon, Wed and Thursdays*



**Dr Lisa Price**

*works on Mondays, and Fridays*

**Dr Sean Galvin**



The practice is also pleased and proud to continue its long-standing training commitment, welcoming four qualified doctors into the practice at the beginning of August:

**Dr Sean Galvin** and **Dr Richard Cross** are here for six months: they are beginning their GP Speciality training and are the GPs of tomorrow. **Dr Lucy Mortimer** and **Dr Luke Shabbo** are Foundation Year doctors. They are with us until the beginning of December and their current plans are for careers in other branches of medicine.

All trainees have longer appointments when they start with us, and are fully supported by one of our permanent GPs. Dr Rickard, the practice training lead explains: "Having trainees here inspires the whole clinical team. Our learners are all qualified doctors: they come with new ideas and understanding and their questions often make us reflect on our own practice, which ultimately benefits the care we offer. The practice is grateful to patients for their support of our learners."

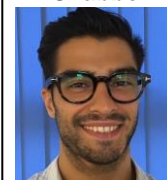
**Dr Richard Cross**



**Dr Lucy Mortimer**



**Dr Luke Shabbo**



### Please keep us up to date

Do we have your **correct mobile** number and **e-mail** address? We send appointment reminders by text and e-mail newsletters to patients for whom we have details unless you opt out. To ensure you don't miss out, or to unsubscribe from the newsletter, please e-mail: [nhccg.wilsonpractice@nhs.net](mailto:nhccg.wilsonpractice@nhs.net)

### Flu jabs – booking from September

Our flu clinics start booking from 1 September – so keep a look out on our website and in the surgery. If vaccine supplies are reliable we anticipate our Saturday clinics being in late September and early November.

### Patient confidence remains high at 96%

The **NHS England National GP Survey** shows that, in common with the 760,000 patients who responded last year, **96%** of Wilson Practice respondents were confident in, and trusted, the last healthcare professional they saw. We are pleased that our patients' opinion of the quality of their healthcare (measures including having enough time in a consultation, being listened to and involved in decisions about future care) was also in the top league.

The area where the survey suggests that we 'could do better' is around patients '*usually getting to see their preferred GP when they would like to*'. We scored 41%, compared with local and national averages of 47% and 50%. As you see above, we have strengthened the permanent GP team this summer, so this measure should improve.

Managing partner Dr Andrew Fellows explains: "Matching GP availability with patient 'demand' is a complex balancing act. We are developing the clinical team, including nurse practitioners with a number of specialties, and physiotherapy assessment practitioners, to 'free up' GP appointments for patients with more complex and on-going needs. We appreciate the changes will take some getting used to and we are grateful that the majority of patients are now informing reception of the reason for their appointment, to assist us in getting patients seen by the most appropriate professional and in a timely manner."

The Wilson Practice Newsletter Aug/Sept 2018

Alton Health Centre, Anstey Road, Alton, GU34 2QX 01420 84676 [nhccg.wilsonpractice@nhs.net](mailto:nhccg.wilsonpractice@nhs.net)  
[www.wilsonpractice.co.uk](http://www.wilsonpractice.co.uk)

## Working together locally enables us to offer appointments from 8am–8pm every weekday and on Saturday mornings

We are working with Bentley Village Surgery, Boundaries Surgery in Four Marks and Chawton Park Surgery as 'The A31 Group of Practices', to offer additional GP and nurse appointments.

From the beginning of May it has been possible to book **routine** appointments with a GP or nurse on weekday evenings until 8:00pm and on Saturday mornings from 8:00am – 10:00am. The clinicians working in these clinics are not available for urgent or emergency medical needs or for home visits.

To book an 'Improving Access' appointment, call Reception on 01420 84676 or pop into the practice. Unfortunately the constraints of 'shared IT' means that currently you can only book these appointments during normal hours (8:00am - 6:30pm Mon - Fri), and they cannot be booked on-line. These appointments are available for all 'A31' patients from one site every day: currently those sites are just The Wilson Practice or Chawton Park Surgery; from October Bentley Village Surgery and Boundaries Surgery will be included in the rota.

These sessions are staffed by personnel from across the group of practices. You will be asked for consent to share your medical records before an appointment is made for you to see a clinician who does not routinely work for The Wilson Practice; if you provide consent it will enable that person to see your medical records and enter the details of your consultation into them.

A smear test  
lasts **5** minutes.

The impact of cervical cancer  
lasts a lifetime.

Attend your smear test.  
Reduce your risk.



Contact us:  
**0808 802 8000** [jostrust.org.uk](http://jostrust.org.uk)

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A tough message – but very true. Young women approaching 25 years old will receive their first smear test invitation soon. **Don't put it off – get into the habit.** The Jo's Cervical Cancer Trust website has excellent (and very reassuring) information on what to expect: [www.jostrust.org.uk](http://www.jostrust.org.uk)

**GP online services**  
Quick, easy and secure

- Book GP appointments
- Order repeat prescriptions
- Access your GP records

**Ask for details at Reception**

### SAVE A LIFE: where is the nearest DEFIBRILLATOR?

There are dozens of 'defibs' locally – but if there was an emergency and you needed one – would you know where?

Often in village halls, community centres, schools and in decommissioned phone boxes - the best way to have up-to-date information when you need it is to download the 'Save a Life' app to your phone or other mobile device.

### Epilepsy Action Did you know?

A local group meets for coffee and a chat **at:**  
Waitrose Café, Basing View,  
Basingstoke RG21 4YY **on:**  
~fourth Tuesday every month  
~ between 6:00 and 8:00pm.  
Come along to find out more or  
contact Sharon on:  
07725 616808,  
EA services manager Mark on  
07841 416966 or  
[mmcdaid@epilepsy.co.uk](mailto:mmcdaid@epilepsy.co.uk)



Inspired by the latest **Star Wars** movie, characters Rey and Luke feature in lively, 'get active' games for children of all ages. Check-out the videos on [www.nhs.uk/change4life/activities/train-like-a-jedi](http://www.nhs.uk/change4life/activities/train-like-a-jedi)

**A great way to get kids moving and there's a new one every week!**

### Is debt ruining your life, or the life of someone you know?

The award-winning charity **CAP** (Christians Against Poverty) offers a free, in-depth, caring local **Debt Help Service**.

- £ CAP helps anyone of any background – whether on benefits or high income, no matter the size of the debt.
- £ CAP volunteers visit people in their homes and support them until they are debt-free.
- £ CAP negotiates with a client's creditors to create a single, manageable Debt Repayment plan – shielding them from demands, bills and bailiffs.

**The CAP Co-ordinator in Alton is Roger Fletcher.** Contact him on [rogerfletcher@capuk.org](mailto:rogerfletcher@capuk.org) or 07798 930 282 or the National Helpline 0800 328 0006.

### CREATE YOUR OWN CONFIDENCE

**FREE five week course – Thursdays 9:30am – 2:30pm starting Thursday 6 September**

**United Reform Church, London Road, Basingstoke (Top of Town)**

Basingstoke Disability Forum welcomes you to explore your own confidence and hopes for the future using personal creativity. For further information or to book a place contact [info@bddf.org.uk](mailto:info@bddf.org.uk) or phone 01256 423869.