

HILL LANE SURGERY Newsletter

August 2023

Happy Summer!!!

We hope you are enjoying the English Summer weather!

It's understandable that accessing timely GP appointments can be challenging at times.

Appointment summary details at Hill Lane surgery.

In the last month.... *3443* appointments booked. (*Urgent on the day 38%*) Our average booked to be seen time is *8.5* days.

1 in *21* appointments *missed* resulting in *32 hours* of wasted time. *166* total missed appointments.

(66% face to face appointments, 24% telephone, 1% home visits, digital 4%)

As general practice grows and changes, we're able to offer a wider range of services. As we work in partnership with other practices, we have access to a wide range of staff in a variety of disciplines to complement the work of our practice team. Additionally, we may suggest other services with the

appropriate resources to help you with your issue. e.g. physio appointments, Push Doctor appointments (Please see below)

Remember, the healthcare system is continually working to improve access and provide the best possible care for everyone.

FLU TIME!!

NHS have now reverted back to pre-pandemic eligibility. Which is 65+ and all patients with specified long-term conditions. (View our website for more information)

Flu clinics are now available to book. Our clinics are:

Saturday 7th and Saturday 14th October.

Please call the surgery to book.

E-Consults

We have E-Consults on our website which mean if you complete an E-Consult we may be able to assist you rather than calling the surgery.

NHS APP

With the NHS App you can book and cancel appointments, order prescriptions, and view your medical history and immunisations.

You can also get access to your Covid-19 pass.



Push Doctor

Alongside our normal telephone and face-to-face consultations, we are also offering video consultations with the leading online GP provider, Push Doctor. Seeing a doctor via Push Doctor means you can:

- Book an appointment at a time that suits your schedule
- Consult with an NHS GP from the comfort of your own home, or other convenient location
- Show the clinician any areas of concern in relation to your condition, while allowing them to pick up on any visual cues
- Help us save face-to-face appointments for patients that need them, e.g. those requiring physical examinations or blood tests To get started, simply download the Push Doctor smartphone app or visit the Push Doctor website and create an account.

'If you have agreed to a push doctor appointment, please ensure you follow the link and make an appointment otherwise, the appointment will be wasted.'

Hill Lane Surgery Clinical Team.

GP Partners:

Dr Mary Keany (Senior Partner)
Dr Carol Smart
Dr Sonali Fernando
Dr Emma Hilton

Salaried GP:

Dr Christine Solomon
Dr Crouch
Dr Ko-Yih Tan

Nurse:

Mrs Shirley Burrows
Mrs Liz Bartlett

HCA:

Mrs Nicky Longyear
Miss Lou Brown
Miss Bekah Love
Mrs Tara Wood

Mental Health Nurse:

Ms Michelle Sutton

Health and Wellbeing Coach:

Mr Subash Oliver

Pharmacist:

Miss Renata Kolesnike

Kind regards

Laura

Practice Administrator



Lloyds Pharmacy

Lloyds Pharmacies are ceasing to trade, and this may affect some of our patients. Lloyds Pharmacy in St James Road is now under new management and called Solent Pharmacy and Lloyds Grove Road is now Shirley Pharmacy.



https://www.jostrust.org.uk/about-us?gclid=CjwKCAiAhfzSBRBTEiwAN-ysWIVLPzyexe10e205AZ3ZGoS500W5xKV9ymS5hBKyq90IyKuUZhqHARoCWPkQAvD_BwE

Please call the surgery to book an appointment if your smear is due. Please click on the link above for more information, and answers to lots of questions about cervical screening.

"A smear test lasts 5 minutes. The Impact of cervical cancer lasts a lifetime"

Attend your smear test.

The Stroke Association are the UK's leading charity dedicated to conquering strokes. For more information visit : www.stroke.org.uk