

## Patient Co-Ordinator

During the last few months, the GPs have been working with our Patient Co-Ordinators (previously our Receptions) to upskill them to be more efficient when helping our patients navigate the different avenues of patient care. Our Patient Co-Ordinators are now better equipped to signpost and offer the best option for our patients to see the most appropriate clinical person first time. To enable this, our Patient Co-Ordinators will ask you for a brief reason of why you require your appointment and may offer you an alternative appointment with a different healthcare professional within our team.

Along with our highly skilled Practice Nurse Team who manage all our chronic disease appointments (i.e Asthma, Diabetes etc), the Practice also has access to the following healthcare professionals:

- Physiotherapist assessment team
- Pro-active Care Nurse
- Clinical Pharmacists
- MIND – Mental health support team
- Care Navigators (The British Red Cross)

Therefore, if you are offered an appointment with a healthcare professional other than the GP by our Patient Co-Ordinator team, we encourage you to book in with them. Sometimes you may get a sooner appointment than with a GP.

## How the Surgery is now Working

If you require an appointment with a GP, the Doctors have kindly asked that where possible patients complete an eConsult via the Practice website. All eConsults that are submitted to the Practice are reviewed by the GP team twice a day, and all patients will receive a response usually within 24 working hours of submission. Sometimes the reply will be offering appointments, advice or next steps for care.

If you are unable to submit an eConsult and need to request a GP appointment; when you call the Practice a member of our Patient Co-Ordinator team will ask if your query is medically urgent for today. All medically urgent requests for appointments will be reviewed by the GP team and you will receive contact from the Practice on the same day. If it is clinically appropriate the GPs will book patients in to see someone face to face.

Any call that is not medically urgent will be booked into the next routine telephone appointment with one of our GPs, nurses or other healthcare professional; whichever is deemed most appropriate for your needs.

The Patient Co-Ordinator team cannot book face to face appointments without authorisation from the GPs.

As most of you will know our doors are now open for people that have booked appointments. We ask that if you have any query or would like to make a booking that you ring in these requests as we are trying to reduce the footfall in the surgery. Most days the surgery waiting area is full with people that have come for appointments so where possible we are trying to reduce the number of people that come in. We ask that you still wear a face mask or covering when entering the surgery.

Demand is very high for appointments and we are all working hard to offer the best service and support that we can for our patients; whilst still living and working through the COVID restrictions that are in place for healthcare. We ask for your patience and understanding as we learn to adapt and move forward.

## September's Numbers

We have looked back over our appointment numbers last month (September 2021) and thought we would share this with you.

- GP telephone consultations – 2354
- GP Econsults - 730
- GP face to face appointments – 725
- GP home visits – 19
- Nurse face to face appointments – 1750

Unfortunately, we are still getting people that do not attend (DNA) their appointment. This means other patients can be missing out on those appointments so if you ever cannot make it, please ring The practice and let us know in advance so that this appointment can be used for someone else.

- DNA in September – 79
- 17 of these were GP face to face appointments
- 62 of these were nurse face to face appointments

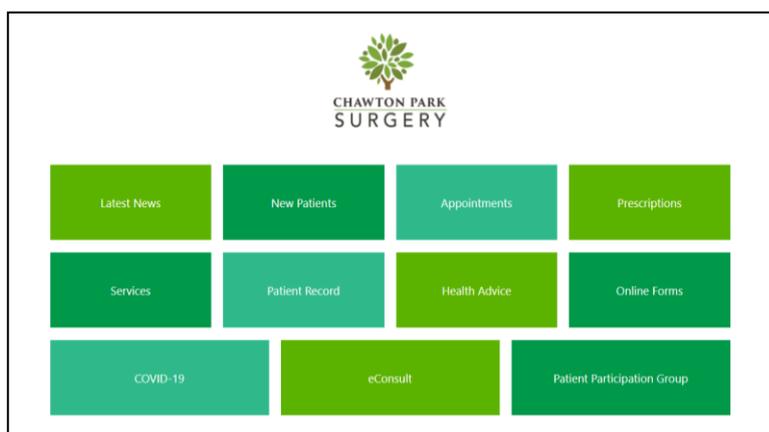
We also had a look at phone call numbers for September:

- Incoming calls to Patient Co-Ordinator Team - 13,663
- Outgoing calls from reception and doctors - 6043

## Have you seen our new Practice website?

We have listened to feedback from our patients (and staff) and we have now launched our new website. Hopefully you find this more user friendly.

[www.chawtonparksurgery.nhs.uk](http://www.chawtonparksurgery.nhs.uk)



## Flu vaccinations

Flu vaccinations are now available for eligible patients. Full details of eligibility are available on the practice website. Vaccination supplies have been disrupted; we are working very hard to make sure all our eligible patients receive their vaccination. Please bear with us whilst we manage the current supply issues. Some Pharmacies can offer flu vaccinations. However, they have also been affected by the same delivery issues. If you are eligible, appointments are available online.

Please keep an eye on the practice website for further updates.

## COVID Boosters

COVID boosters will be available for those who are six months post their 2<sup>nd</sup> dose. Patients will receive an invitation from the vaccination site, the Practice or via the Government recall systems. You are able to book to have your vaccination at Jamesons House by calling them directly on 0333 3320855 or by calling 119. If any patients are due their COVID vaccinations and would have significant difficulties in attending a mass vaccination site, please email the Practice at [NHCCG.chawtonparksurgery@nhs.net](mailto:NHCCG.chawtonparksurgery@nhs.net)

If you are due your 1<sup>st</sup> or 2<sup>nd</sup> COVID vaccination the following website will direct you to walk in clinics: <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/find-a-walk-in-coronavirus-covid-19-vaccination-site/>

Please keep an eye on the practice website for further updates.

### [Suspected COVID Which test to have?](#)

If you have any symptoms of COVID and need to do a test, you will need to a PCR test NOT a Lateral Flow Test.

A PCR test can be obtained through this website: <https://www.gov.uk/get-coronavirus-test>

Lateral Flow Tests are for people who have no symptoms.

### [A Warm Welcome to Our New Trainees](#)

We have had three new GP trainees join us in August:

- Dr Tom Durham who is an F2 and will be with us for four months and is supervised by Dr Matt de Quincey
- Dr Chris Wilcox who is an ST3 and will be with us for two years and is supervised by Dr Alexander Goodman
- Dr Jon Krentz who is an ST3 and will be with us for a year and is supervised by Dr Jacqueline Over

### [Patient Participation Group](#)

**To all patients registered with Chawton Park Surgery Alton**

Dear Patient

I would like to take this opportunity to introduce myself as Chair of the Chawton Park Surgery Patients Participation Group (PPG).

Since April 2015, it has been a contractual requirement of NHS England for all GP practices to have a PPG and to make reasonable efforts for this to be representative of the practice population. A Patient Participation Group (PPG) is a group of volunteer patients, carers registered with the practice, and GP practice staff who meet to discuss practice issues and patient experience to improve the service.

Unquestionably, we face difficult and challenging times. The past 18 months has not only put huge pressure on our health and social welfare systems, but has brought into sharp focus, the need to work even closer on developing and nurturing a supportive, cohesive and closer knit community.

As an Alton resident, I am proud to be associated with our practice and firmly believe that we all have a part to play in ensuring full support is given to our National Health Service and to all those who work within the organisation.

As the newly elected chair of our PPG, I am conscious of the fact that such groups wouldn't function without the help and support of volunteers who can bring to the table, a wide range of experience, expertise and most importantly, enthusiasm. Sustaining any volunteer group is in itself a real challenge today and I know only too well that we often have to rely on that small, dedicated team to carry things forward. I am appealing to you as the patients to consider how you could help us develop and move through the "unknown unknowns" that lie ahead. We are very keen to recruit new members to the PPG and would ask that you consider putting your name forward. We will be running an introductory welcome session at the surgery for those of you who are interested.

Details and times of the session will be sent out later to those of you who contact us.

**Contact details :**

E Mail : [ppg.chawtonparksurgery@nhs.net](mailto:ppg.chawtonparksurgery@nhs.net)

By post :                   The Patients Participation Group  
Chawton Park Surgery  
Chawton Park Rd  
ALTON GU34 1RJ

Please do not ring the surgery with questions relating to the PPG as the Patient Co-Ordinator's will be busy dealing with other patient requests. Thank you.

With very best wishes and hoping you all remain in good health

Ian Saunders  
Chair

**Newsletter by email**

Don't forget - You can receive newsletters by email as soon as they are published. To subscribe, go to the website [www.chawtonparksurgery.nhs.uk](http://www.chawtonparksurgery.nhs.uk). Click on the "Sign up for Newsletter" on the bottom of the home page.



Dr Over



Dr De Quincey



Dr Bowen-Simpkins



Dr Barber



Dr Goodman



Nicky Wornell  
(Practice Business Manager)