

ST LUKES AND BOTLEY SURGERY NEWSLETTER

(supported by the Patient Participation Group (PPG))

December 2017 EDITION

New Staff

We welcomed Dr Emma Macaulay to the practice in October. As well as offering some routine appointments, Dr Macaulay has a special interest in care of the elderly and as such will be carrying out the majority of home visits.

Merger Update

We are pleased to confirm that St Lukes and Botley Surgery now form part of the Living Well Partnership following our partnership merger on 01.10.17.

As per previous communications this does not mean that our patients can travel to other surgeries within this group (Ladies Walk, Weston Lane, Bitterne Park, Harefield and Midanbury) but it does mean that behind the scenes our focus will be on working at scale, to streamline our administration and support functions. As part of this transitional plan, the Living Well Partnership have recently engaged Lauren Wileman as our new Operations Director. We welcome Lauren to the team and wish her well in her new role.

Extended Access Appointments

If you find it difficult to come and see your GP or Nurse during normal opening hours, we now offer access to additional routine GP and Nurse appointments. These are in the evenings, at weekends and on bank holidays.

This service is operated by Eastleigh Southern Parishes Network and the appointments will be held at Hedge End Medical Centre, 24-28 Lower Northam Road, Hedge End SO30 4FQ.

Appointments must be booked in advance through reception at your own surgery.

For more information, please speak to Reception.

Please note extended access appointments will be available on 23/24 & 30/31 December but these are pre-bookable appointments only.

Christmas & New Year Opening Hours

St Lukes Surgery

Friday 22 December	9.00am-6.30pm
Saturday 23 December	Closed
Sunday 24 December	Closed
Monday 25 December	Closed
Tuesday 26 December	Closed
Wednesday 27 December	8.00am-6.30pm
Thursday 28 December	8.00am-6.30pm
Friday 29 December	9.00am-6.30pm
Saturday 30 December	Closed
Sunday 31 December	Closed
Monday 1 January	Closed
Tuesday 2 January	8.00am-6.30pm

Botley Surgery

Friday 22 December	9.15am-1.00pm
Saturday 23 December	Closed
Sunday 24 December	Closed
Monday 25 December	Closed
Tuesday 26 December	Closed
Wednesday 27 December	8.30am-12.30pm
Thursday 28 December	8.30am-12.30pm
Friday 29 December	9.15am-1.00pm
Saturday 30 December	Closed
Sunday 31 December	Closed
Monday 1 January	Closed
Tuesday 2 January	8.30am-1.00pm

Please note there will be limited routine appointments available between Christmas and New Year as we will be operating mainly a Same Day Service.

Any e-consult requests submitted after mid-day on Friday 22 December will not be processed until Wednesday 27 December.

Repeat Prescription Requests for Christmas & New Year period

Please ensure you have enough medication for the Christmas period by ordering early. A minimum of 3 working days is required for repeat prescriptions.

Any online requests received after mid-day on Friday 22 December will not be processed until Wednesday 27 December.

Surgery Appointments not Attended

The total number of appointments not attended for the month of **October** was

246 = 40.1 hours

This figure is broken down as follows:

Routine GP appointments = 57

Duty GP appointments/Same Day = 16

Advanced Nurse Practitioner/Same Day = 17

Practice Nurses = 97

Healthcare Assistants/Phlebotomy = 59

To enable us to give you the best care and free up appointments for those who do need them, please cancel your appointment if it's no longer required. You can do this by calling the Surgery on 01489 783422 and pressing Option 1

Travel Clinic

Due to the departure of Sherri, our Travel nurse, the Travel Clinic on Thursday afternoons will be suspended until further notice. For any travel advice or immunisations, please contact the Southampton Travel Clinic on 02380 631922.

Surgery App

Please note this service is no longer available. If you would like to use our online services, please register for Patient Access by completing a form at Reception and bringing in some ID.

Alternatively, our e-consult service is available via our website: stlukesandbotleysurgery.co.uk

Non-Emergency Patient Transport Services (NEPTS)

There has been a recent change to the way non-emergency patient transport is booked.

If you have a medical need, you may be able to access non-emergency patient transport. A dedicated patient booking line will enable you to place your first booking for non-emergency patient transport service. To be considered, please contact **0300 123 9833**.

If, following attendance at your first appointment, you need to go back to hospital for follow-up outpatient appointments or tests, you will need to ask the clinician currently responsible for your care to assess that you are still eligible and place your booking.

Please note that where possible patients should consider other options before booking patient transport as there are strict eligibility criteria in place for this service. Further details can be obtained from Reception or from the notices in our waiting rooms at both surgeries.

St Lukes & Botley Patient Participation Group (PPG)

The PPG is open to all patients registered at the practice and all practice staff. To join, please complete an application form which can be found in the waiting room at each surgery under the PPG noticeboards, or on the practice website, where further information about the PPG can be found.

Dates for PPG meetings in 2018 are as follows:

Thursday 25 January	Botley Surgery
Tuesday 27 March	St Lukes Surgery
Wednesday 30 May	Botley Surgery
Thursday 19 July	St Lukes Surgery
Tuesday 18 September	Botley Surgery
Wednesday 14 November + AGM	St Lukes Surgery

The meetings will start at 7pm.