# WIMBLEDON VILLAGE SURGERY October 2024

# **NEWSLETTER**

**Practice Manager’s Preamble** Welcome to the October edition of our newsletter. It has been a busy and challenging few weeks since I last wrote to you all – as you will have by now realised, we have undertaken a significant change in our systems and processes and we have been busy getting to grips with the change and listening to the feedback from you, the patient. Please see more information on this below.

I am also keen to ensure that we are passing on relevant information within these newsletters – so if you have any feedback on them or would like to see particular issues / matters included, please do let us know via reception, the comments and feedback box on the front desk or via our website. As ever, the newsletter is available from reception but are also available on our website: [Wimbledon Village Surgery - Newsletters](https://www.wimbledonvillagesurgery.co.uk/pages/Newsletters)

**Patient Triage** As alluded to, the significant change in the way you are able to contact us to obtain an appointment or send in an enquiry, went ‘live’ on 1st October. We are grateful for all patients who have used the online system via our website or NHS App and thank you all for the feedback – good, bad or indifferent – that we have received over the past couple of weeks.

We are already using that feedback to tailor the system to ensure you all receive the best possible outcomes of your enquiry or your request for an appointment. We are also able to monitor the statistical data that we are now receiving to identify busier periods, urgency of requests and the outcomes and we feel we have already seen an improvement in the service we are providing, with better signposting, swifter action, time-appropriate appointments and more efficient GP use.

Some points to note:

* The online form is open from 0800 – 1700 daily Mon-Fri. We may sporadically shut this down early on some days should we hit our capacity of number of requests received for the day.
* Should the above occur, please do not worry – you are able to submit the request from 0800 the next working day and we are managing most requests from submission to outcome within a very short period of time
* Should your request be of an urgent nature and the online form is not available within opening hours and you are unable to wait until the next day, you are able to contact us via the telephone to obtain advice as to the best course of action.

In the 10 days (at the time of writing this newsletter) that we have been operating the online system, we have received over 700 medical requests. All have been managed by triaging GPs and provided with an outcome in a swift, efficient and appropriate time-frame.

So I repeat my thanks to you all for persevering with the change of the system, for using it, providing feedback on it and for embracing it. We believe the benefits to the patients and the practice are already being felt and noted.

**Failing to attend appointments** The vast majority of patients obviously attend their booked appointments. However, failing to show up for your appointment or only informing within a short time frame us that you are unable to attend or no longer need the appointment, means that we are unable to re-allocate the appointment to someone else who needs it. On average, we have recorded nearly **30hours of clinicians time per month are wasted** due to patients failing to attend. Please ensure you attend your appointment or provide us with more than 24 hours notice if you need to cancel.

**FLU Season** Do not forget to book in for your Flu vaccination if eligible:

* All patients over 65 years of age
* Any patient aged 18-64 in clinical risk groups
* All pregnant women
* Carers – those in receipt of carers allowance
* Household contacts of immunocompromised individuals
* Frontline health and social care staff

**Health Promotion** We will post various health promotion content here in the newsletter, relating to ‘hot-topics’ or National Campaigns currently running. This month we would like to highlight the following:

**Pancreatic Cancer**

Pancreatic cancer is most commonly diagnosed at an advanced stage. This means the cancer is either locally advanced (stage 3) or has spread to another area of the body (metastatic or stage 4). The cancer is not usually able to be completely removed with surgery.

Symptoms:

The most common symptom is feeling tired and unwell. Other symptoms depend on where the cancer is in the body. They might include:

* feeling or being sick
* unexplained weight loss
* tummy (abdominal) pain
* yellowing of eyes and skin (jaundice)
* a build up of fluid in your abdomen (ascites)

If in doubt – book in to see your GP now.

**Support for Ukraine - Dr Paul Cundy:** Ex-Partner, Dr Paul Cundy has joined the charity Pickups for Peace (<https://www.pickupsforpeace.co.uk/>) and we are asking you to support him to support Ukraine. Please visit his ‘Just Giving’ page here: [Crowdfunding to Support Ukraine on JustGiving](https://www.justgiving.com/crowdfunding/Paul-Cundy-helping-Ukraine) Thank you for helping support this fantastic cause.