

Hathaway Patient Participation Group



Newsletter 2019

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A Big Thank You from the Team at Hathaway

We would like to say Thank You for bearing with us whilst we were updating our old telephone system. There have been a few teething issues but we are confident it will be worth it.

Extended Hours Appointments

Hathaway Medical Centre is open daily from 8.00am until 6.30pm, Monday to Friday and our **New Road Branch** is open daily from 8.30am until 12.30pm.

We are pleased to be able to offer **Extended Hours** appointments at the main medical centre which are a real benefit for those patients that find it difficult to access a doctor or nurse during our usual core hours.

We are able on most days, subject to availability, to offer additional clinic times outside our normal core contracted hours. Some of these clinics are available from 7am in the morning and go on as late as 8pm in the evening. Please enquire at Reception if you may require this service.

Important Changes to the way you order your Prescriptions

Help us to Help You... Register today for Online Services

It's quick to set up and will enable you to order your repeat prescription from the comfort of your armchair! You can also view your test results and book certain routine appointments.

Simply ask for a form at Reception, complete and return. **Easy.**



But..... Do we have your correct contact details?



Please take a few minutes to check we have your up to date contact information. If we need to contact you, we would prefer, if possible, to send you an SMS message or leave a voicemail. This is far more efficient and also environmentally friendly.

If for any reason you need to cancel your appointment please telephone our dedicated Cancellation Line as soon as possible on 01249 655500.

Please note..We are now a non-smoking site



Hathaway Practice News



We are delighted to introduce to you our new members of staff. Please give a warm welcome to.....

Dr Hannah White has joined the Doctors in the 'Square' Team. Hannah will be here every Wednesday and Thursday.

We also have two new practice nurses, **Anna Parfitt** and **Becky Seager**. They have completed their minor illness training so, along with giving injections, taking bloods, providing wound dressings and offering asthma reviews, they will also see people with minor ailments.

Building on the success of recruiting **Gareth Ward**, an experienced Paramedic last year, we are thrilled to announce that we have recruited an additional Paramedic, **Rob Hancock**. Paramedics are very well adapted to working within a doctors surgery and we are very fortunate to have them.

Sophie Vengatasmay has also joined our nurse team to undertake hypertension checks and work in our Travel Clinic.

Matthew Mok joins the Clinical Pharmacy team, coming to us from a well known high street pharmacy.

Jane Harris has taken on the role of Team Leader of the Info Suite. She brings a wealth of experience with her.

With our new appointments, a brand new telephone system and Jane in the hot seat, things are definitely on the up!

First Contact Physiotherapists



Emily

We are thrilled to announce that Hathaway are now able to offer you a new service.

We have enlisted the services of First Contact Physiotherapists who will offer telephone triage appointments to adults to discuss the onset of soft tissue, muscle and joint pain.

Emily and **Amy** who are fully qualified Physiotherapists, are happy to see patients after their initial telephone conversation. Whilst we are lucky to have Emily here on a Friday, both she and her colleague, Amy, also have clinics at other surgeries in the area. Just give Hathaway surgery a call to book your telephone appointment.



Our lovely nurse **Dorothy Hayward** retired at the end of **2018**. I am sure many of you were lucky enough to be treated by our lovely Dot and would join us in wishing her a fabulous retirement.

GP's at Hathaway are divided into teams to provide some continuity of care. Each team has a symbol. Ask at Reception which one you belong to.



Dr P Grimmer



Dr L Wilson



Dr H Carter



Dr C Osmond



Dr V Ingham



Dr H White

Dr K Charkham



Dr J Burrows



Dr T Turek



Dr L Kramer

Dr E Moorfoot

Events and Activities

Hathaway Medical Centre Carers Support

Do you look after someone, a child, parent, sibling or friend? If so then you are a carer and we would like to hear from you. Please ask for either Ingrid or Louise, both members of our Info Suite team, to contact you and offer advice on what services are available to you. A big thank you to everyone who attended our recent Carers Coffee morning. We hope you enjoyed it as much as we did.

We are delighted to announce that Hathaway has been granted a "Platinum Award" by the GP Carers Accreditation. Well done Team.



Hathaway Medical Centre. The Living Well Team

Is the answer YES to any of these questions?

- Do you feel you are not living life to the full?
- Do you feel socially isolated?
- Are you a carer for someone?
- Are you looking for more activities to do during the day?
- Do you suffer from a long-term health condition that restricts your daily activity?



Interested. Then please contact Katie or Catherine, The Living Well Team at Hathaway Medical Centre as we may be able to help. Why not come along to our

Drop in cafe on the first Thursday of every month
in the Blue waiting area, 9am-1 pm



PPG Health Promotion Evening - Gastro Conditions

To be held at Hathaway on Thursday 14 March with Guest Speaker Dr Peter Hanson.

We are delighted to announce that Dr Peter Hanson, Gastro Consultant, has offered to host the next PPG Health Promotion evening. The talk will cover such conditions as IBS, Crohn's Disease, Coeliac and any other gastro problems. It will be a ticket only event so please keep an eye out for the posters.

Tickets are free. Please contact the Surgery if you are interested in attending.

Help for our Dementia Patients

You may have seen new yellow signs around the building!

These are dementia friendly signs which provide guidance and support to many of our patients, not just those with dementia. A welcome board will soon be placed in Reception which will show the member of the clinical team on duty that day.

Don't forget, we have Katie and Catherine in our Living Well Office who offer advice and support for those patients needing extra help. They have a wealth of knowledge when it comes to connecting people, home aids and services and are always happy to chat, either face to face or on the telephone.



Upcoming Events

Monthly	Living Well Team. Drop in Cafe first Thursday of every month
Weekly	Leg Clinic every Thursday morning at Chippenham Sports Club
14 March	Gastro Conditions Evening

Your PPG Board Members

Roger Nicholas	- Chairman
Tom Newey	- Secretary
Kim Hiles	- Hathaway Practice Manager
Nicola Armes	- Hathaway Practice Staff Member
Ian Bridges	- Treasurer
Jean Patterson	- PR Coordinator
Paul Johnson	- Member
David Hartland	- Member
Ian McGill	- Member
Graham Stevenson	- Member



The PPG has vacancies for new members

We are a friendly group of patients who meet for quarterly Board meetings as well as regular informal sub-group meetings. Our focus is on improving the effectiveness of the health care delivered by the Practice and to provide a forum for patients to improve the understanding of their health issues and self management of any condition.

If you feel that you would like to become involved in the Group then please introduce yourself via email at PPGHathaway@gmail.com or call into Reception.

We should emphasise that the PPG is not a route for complaints about individual issues within the Practice.

Please take these up with the Practice Manager or your GP.

The Clinic Rooms. 2nd Floor Hathaway Tel: 01249 454545

Hathaway are able to offer MASTA Travel Clinic for all your travel vaccinations and travel products.

Come up and visit us or make an appointment for a free consultation.

We also have a selection of consultation rooms for hire along with our Conference Rooms, which you can book for meetings, conference and training. Just give us a call.

please enquire at Reception for more information on any of the articles displayed in this Newsletter

Contact your Patient Participation Group by email: PPGHathaway@gmail.com
Or use the Suggestion Box in Hathaway Reception

Follow Hathaway Surgery on social media for the latest information and updates

 [@HathwayMC](https://www.facebook.com/HathwayMC)

 [@HathawaySurgery](https://twitter.com/HathawaySurgery)

 [HathawayMedicalCentre](https://www.instagram.com/HathawayMedicalCentre)

Patient Line: 01249 462775

Cancellation Line: 01249 655500