

Your PPG Board Members

- Roger Nicholas - Chairman
- Tom Newey - Secretary
- Kim Hiles - Hathaway Practice Manager
- Amanda Houston - Hathaway Operations Manager
- Ian Bridges - Treasurer
- Jean Patterson - PR Coordinator
- David Hartland - Member
- Ginette Hughes - Member



Paul Johnson - 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 the **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. You can book these for meetings, conferences and training purposes. 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

@HathawayMC

@HathawaySurgery

HathawayMedicalCentre

Patient Line: 01249 462775

Cancellation Line: 01249 655500

Hathaway Patient Participation Group



Newsletter 2019 Issue 3



Hathaway Medical Centre

Front page



The Hathaway Team

Page 2



Events and Activities

Page 3



Meet the PPG Members Like to get involved?

Back Page

Have you had your flu vaccine?

Shingle and Pneumonia Vaccines are also available to those who qualify

Each year Hathaway Medical Centre holds a special Saturday morning "Flu Party".

This years event was exceptional with a turnout of over 800 Patients coming in to receive their flu vaccine. Shingle and Pneumonia vaccines were also available to those who qualified.

Patients were also able to get information from our local Living Well Team, Age UK, Wiltshire Farm Foods, the Bobby Van and Fire Brigade with our very own Fireman Ken!

All this made for a cosy, social, informative, and very successful flu clinic.

Let's continue to beat the flu and get as many people protected as possible!

If you still haven't received your flu vaccine, please contact the Medical Centre to make an appointment.

INFLUENZA WORDSEARCH

N	O	V	N	E	S	V	J	Z	I	I	R	C	F	X
L	O	H	A	L	U	V	I	N	A	E	H	O	E	M
S	I	I	L	C	R	G	F	R	T	Q	W	N	V	L
T	Q	I	T	E	C	L	I	E	U	A	R	T	E	N
W	H	V	S	A	U	I	M	T	A	S	F	A	R	R
C	B	T	T	E	N	O	N	E	A	U	Y	G	U	I
X	L	Q	N	T	M	I	O	A	D	F	Z	I	T	S
P	H	Z	C	R	X	P	M	F	T	T	A	O	A	D
O	A	L	E	Z	R	T	M	A	E	I	E	U	R	I
F	E	H	C	A	D	A	E	H	T	M	O	S	E	U
G	T	C	O	U	G	H	C	D	R	N	W	N	P	L
P	A	R	A	C	E	T	A	M	O	L	O	W	M	F
N	Y	C	J	N	P	N	J	A	T	G	T	C	E	M
X	N	D	A	N	H	W	Q	H	I	D	A	C	T	H
G	C	W	E	K	J	A	D	P	A	S	H	P	R	Z

CHILLS	CONTAGIOUS	COUGH
FLUIDS	FATIGUE	PARACETAMOL
HEADACHE	INFLUENZA	THERMOMETER
REST	TEMPERATURE	VACCINATION
VIRUS	FEVER	CONTAMINATION

Christmas and New Year Opening Times

Christmas Eve	08.00-18.30	New Years Eve	08.00-18.30
Christmas Day	Closed	New Years Day	Closed
Boxing Day	Closed	Normal opening hours resume on	
Friday 27	08.00-18.30	2 January 2020	

Please get your prescriptions request in by **Friday 13 December** to ensure it can be dispensed in time .



Hathaway Practice News

A day in the life of Karen Manders Practice Manager

A normal day? What does that look like? I am not sure any day is normal as I can never predict what is going to happen. This is as close to a normal day as I can think of.

08.00hrs Walk into the building and try to make a cup of tea. Often I end up sorting staffing issues or room problems. During the recent rains there have been a few leaks at the branch site that have taken some time to deal with – the joys of an old, listed building. I collect my post and the inevitable bills for paying.



09.00hrs Fire up the computer and begin to trawl through the 167 emails that have come in that may need action.

10.00hrs I check the bank to confirm if we have been paid correctly for our NHS work and which invoices remain outstanding. We do a lot of additional work to supplement our NHS monies. We do this so that our NHS money can be spent where it should – on our patients. This means that we have to look to fund other work in other ways.

10.30hrs GP coffee break. I pop up to the coffee room to ensure that we have enough GPs for the number of patient visits we have that day. I answer any staffing queries while I am there.

11.00hrs Back to the desk! I answer a patient complaint, look to see what GP cover we may need locums for and send out a message looking for that support. Then I start to input and pay the bills – they seem never-ending.

14.00hrs I realise I have missed my lunch and really need to move from my chair. I have answered a number of queries about what patients need from us and where to find the solution as well as answering queries about building issues (servicing, maintenance etc). My phone rings as I move to get up – it's another surgery asking if they can borrow some vaccinations from us as their delivery has not yet arrived. This is a common problem with deliveries and as a group of practice managers we will always support our local surgeries so we can endeavour to provide a seamless service for our patients. A kind member of staff makes me a cup of tea so that I can carry on working.

15.00hrs I am responsible for the finances in the practice and the partners like to have regular reports and updates on various aspects of the business – I start inputting data and building reports. I actually enjoy this element of my job and so get quite engrossed in it.

17.00hrs I look up and realise that I still haven't moved and that while I have been doing the finances another 50 emails have come in that I need to look at.

18.00hrs Well my 'to do' list is now longer than it was this morning even though I have crossed some things off!! I am ready to head home to the children and be 'mummy' for a bit. So I will start this all again tomorrow.

I love my job and always strive to be the best I can be. It can be pretty tiring and demanding but I do it to provide the best for the patients here at Hathaway Medical Centre.

Events and Activities

Hathaway Medical Centre Carers Support

Do you look after someone, a child, parent, sibling or friend?
Are you a carer under 18?

If so, then you are a carer and we would like to hear from you.

Please ask for either Ingrid or Louise to contact you and they can then offer advice on what services may be available to you.

Our Carers Support Christmas Coffee Morning will take place on Thursday 5 December between 10.00-12noon.



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 they may be able to help.

Why not come along to our



Macmillan Coffee Morning

On Thursday 26 October we held a Macmillan Coffee Morning at our weekly Leg Club.

With a fantastic response from both our patients and staff, who brought in homemade cakes, we raised a magnificent £120.

We also held a coffee morning in the staffroom at the Hathaway Centre and raised £56. **A Grand Total of £176. Well done everyone**



PPG Health Promotion Evenings are held throughout the year.

Tickets are free, but limited, so please keep an eye out for posters advertising these events.

Upcoming Events

Monthly	Living Well Team. Drop in Cafe first Thursday of every month
Weekly	Leg Clinic every Thursday morning at Chippenham Sports Club. Please enquire about the new Foot Care Service now available.
24 October	Diabetes Health Promotion Evening. Speaker Caroline Fletcher