

# Hathaway Patient Participation Group



Newsletter 2020

Special Issue No. 1



Hathaway Medical Centre



The Hathaway Team



We Organise Events and Activities



Be a PPG Member  
Like to get involved?

## A Message from the Staff at Hathaway Medical Centre

What a difficult year 2020 has been for everyone.

We would like to say a huge thank you to everyone for your patience and understanding as we navigate our way through the new “normal”.

## Flu vaccination Drive through

In the past we have prided ourselves on our Saturday Flu clinics. But then **Covid** raised its ugly head. In order to vaccinate hundreds of people in a safe way for patients and staff, we knew we had to get our house in order.

Our usual model for the clinics would just not be safe this year so Kim Hiles, Practice Manager, along with the rest of the flu planning team, spent many hours discussing the best plan for us.

We thought about organising a drive through in our car park, but it was too small. What we really needed was a one way system. The team investigated many options before finding the solution in Abbeyfield School. A great venue, and we extend our thanks to them for all their help.

We ran three very successful ‘drive throughs’ during October, vaccinating around 1500 people! The response to this new process has been extremely positive and a lot of patients have requested we continue with this model every year.

Our staff have thoroughly enjoyed this new way of working, even when they were soaked to the skin during the first event.



# Hathaway Patient Participation Group



## From Branch Surgery to Covid 19 Hot Hub

As many of you know, New Road is utilised as our Branch surgery.

It has a reduced capacity for clinics compared to the medical centre and is predominantly used for our routine clinics for both the GP and Nurse teams.

### Then Covid Happened.

We needed to identify a “hot” site in which patients with Covid like symptoms could be assessed safely, in a sterile environment, away from patients with no symptoms.

Being in a PCN of five practices meant we could work together to transform New Road from a typical general practice branch surgery to a Hot Hub clinic.

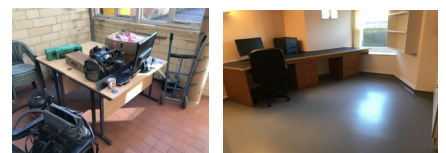
Once the Hot Hub, as we call it, was up and running the practices from Calne asked if they could also join us to see their hot patients there. This means that you could be seen by a Clinician from any of those practices. We have a rota in place in which we provide staff each day of the week.

The out of hours service have also joined us in assessing their patients. If you use the Out of Hours service, and you have Covid symptoms, you may find yourself attending the Hot Hub during the evenings or weekends

One of the many things to come from Covid is our ability to change and adapt at very little notice and to continue to build our good working relationships with our neighbouring practices and other health service providers.



Photographs of some of the remodelling work for the Hot Hub which has now undertaken a complete transformation of the New Road Surgery



Just in case you have never had reason to visit our New Road surgery, we'll help you with a few directions. All visitors have to go to the entrance at the rear of the building. If you are on foot, you can walk through the New Road entrance via the side gate.

For those of you who will be travelling by car, there is a car park to the rear of the building which is accessed from Park Lane with a right turn into St Pauls Street. You can find us then on the left hand side.



Frontage New Road



Side Entrance Walkway



Main Entrance and Car Park off St Pauls Street

# Hathaway Patient Participation Group



## Getting in touch with us

### Telephone

We are aware that some patients experience difficulties getting through on the telephone, but we wanted to let you know that we are doing all we can to ensure that calls are answered promptly.

To help with the demand on our telephone lines, we have taken on an additional member of staff to work mornings when we receive an increased volume of calls. We have upgraded our current phone system to the latest version and are reviewing the call handling system on a weekly basis.

Our call handlers man the telephones from 8am until 6.30pm. If your query is of a non-urgent nature then please ring between 4-6pm when the lines are not quite so busy.

#### Did you know?

**We answered 7092 calls in October 2020**

**Our busiest days are Mondays and Tuesdays**

**Our busiest times are between 8am and 10am**



We do understand your frustration and wanted to highlight other avenues of communication that you may wish to access.

### Online access

Have you registered for this very simple service? Here are just a few of the services you can use once you have registered.

- ◆ You can order your repeat medication at any time night or day
- ◆ You can book some appointments through this service
- ◆ You can view your medical record and check your results for blood tests
- ◆ Look at our website for more details on how to register for online access

### Surgery Website

We regularly update our website with any issues that we might be having within the practice.

We also use Facebook and Twitter to inform patients of immediate issues. Make sure you follow us.

### Email

We are happy to receive emails from you as long as the request is not for direct patient care.

Prescription queries, referral queries, insurance or DVLA queries will be passed to the correct department for action. Emails to GPs or nursing staff should be for information purposes only and not requests for medical care.

**Thank you for your continued patience and understanding during this difficult time, not only for our patients but for our staff as well. They are doing all they can to help our patients.**

Contact your Patient Participation Group by email: [PPGHathaway@gmail.com](mailto:PPGHathaway@gmail.com)

Or use the Suggestion Box in Hathaway Reception

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



Patient Line: 01249 462775

Cancellation Line: 01249 655500