

Hathaway Patient Participation Group



Summer/Autumn 2021



Hathaway Medical Centre

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Covid Vaccinations

Since December 2020 Hathaway Medical Centre has been heavily involved with the Covid 19 vaccination rollout.

Although the vaccinations have not been taking place here at the medical centre, our team has been working extremely hard at Rowden Surgery ensuring the success of the programme, whether it be vaccinating patients, completing the administration required, providing refreshments or marshalling the car parks.

The work started with erecting a huge marquee the night prior to our first covid clinic!

We have thoroughly enjoyed working together with the five practices in our local Chippenham, Corsham and Box Primary Care Network.

We look forward to this continuing in the future.

COVID-19 & FLU WORD SEARCH

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

ACHES
 ANTIVIRAL
 CHILLS
 CONTAGIOUS
 CORONAVIRUS
 COUGH
 COVID
 DIAGNOSIS
 DISINFECT
 FATIGUE
 FEVER
 FIGHTFLU
 GETVACCINATED

HANDWASHING
 INFLUENZA
 MASK

PREVENTION
 SANITIZER
 SOCIALDISTANCE
 STOPTHESPREAD
 SUDDEN
 TESTING
 TIRED
 VACCINE

We have hit many milestones over the last few months. Here are some of the Highlights!

- ◆ As a practice we have vaccinated approximately
10800 patients with their first dose
8300 with their second .
- ◆ As a PCN we have vaccinated
32000 patients with their first dose and
25000 patients with their second.



This is an amazing achievement and is in addition to keeping our practice open as usual.

Hathaway Practice News

Do you need an Appointment to see the Doctor?

When is the best time to contact the surgery?

This is a question we often get asked. Appointments are released on a daily basis either for the same day or for three days ahead.

For example on a Monday you should be able to book for that day and up to Thursday of that week.

These appointments are released at 8am every morning.

We appreciate that this will not always suit your situation and we understand your frustration but, we can only release the appointments once the doctor's diary allows.

Who should you see?

Please don't be offended if we ask you the nature of your problem. We have been instructed by the partners to gain as much information as you are willing to give. This will ensure we book you with the most appropriate member of Staff in the first instance. We have a variety of clinical staff working at the Centre and it may be more appropriate for you to be directed to one of them. We have a vast array of clinical staff from Paramedics to Phlebotomists.

Other members of our clinical team include:

Nurse Practitioners and Paramedics have appointments each day and can see children over the age of six weeks. They are not able to see pregnant ladies, they would need to see a doctor. They also cover a vast range of ailments and carry out other specialist clinics such as Learning Disability, dementia reviews as well as offering family planning advice.

A **Practice Nurse** (Sister) sees patients with new conditions such as tonsillitis, urinary tract infections, chest infections, conjunctivitis and ear ache (although we no longer perform ear syringing). They also take bloods, swabs, remove stitches, replace dressings and carry out a number of health check reviews.

The **Health Care Assistant** offers a valuable service to the clinical wellbeing of patients. Their duties also include blood pressure checks, diabetic foot checks, blood tests, injections, electrocardiogram (ecg), and help in the 'stop smoking' clinics.

A **Duty Doctor** is always available during normal practice hours. If your medical condition is urgent and cannot wait, you will be added to the Duty Doctor's telephone call back list. The doctor will then advise you if you need to attend the surgery.

**You should not book in for a Duty Doctor unless it is urgent.
They will not deal with routine issues.**

CANCELLING YOUR APPOINTMENT

Please remember to cancel any appointments that you are unable to attend

Appointments are sacred and should not be wasted.

Please call the cancellation line on 01249 655500.



Your PPG Board Members

Roger Nicholas	- Chairman		
Ian Bridges	- Treasurer		
Jean Patterson	- Secretary/PR Coordinator		
Kim Hiles	- Hathaway Practice Manager		
Amanda Houston	- Hathaway Operations Manager		
David Hartland	- Deputy Chairman	Ginette Hughes	- Member
Paul Johnson	- Member	Albert Pace	- Member
Gail Auckland	- 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.

We've won a prestigious Award ...Again !!

Our Carers Support Team Leaders, **Ingrid and Louise** have again been awarded The Carers Platinum Award in recognition of their dedicated work with our carers and cared for patients.

Congratulations to you both.



ROOMS FOR HIRE

We have a selection of consultation rooms for hire along with our Conference Rooms. You can book these for meetings, conferences and training purposes. For further information, 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