

# Summertown Group Practice Quarterly Patient Newsletter

DEC 2023

Thank you for taking the time to read our newsletter, if you would like to receive more timely updates just follow us

We have been very busy this quarter with the COVID and Flu clinics for those who qualified. It was an incredibly nice experience to see so many of our patients and it seems that you all enjoyed seeing your neighbours and catching up in the waiting room! Thank you all for turning up on time and dressing so we could access the top of your arms easily, it is very helpful with a busy clinic and keeps us running to time.

*We would like to take this opportunity to wish you a Merry Christmas/Happy Holidays and Best wishes for a healthy New Year!*

*From all the Team at SHC*

## Friends and Family Test

Thank you so much for your lovely comments, we all appreciate them so much and it makes a huge difference to our hard working team. Secondly, although they are few, not everyone had a positive experience at SHC. We welcome your feedback as we are always looking to improve our service. The main issue to tackle in January is getting in touch:

## This newsletter contains:

- ◆ FFT— *You Said, We Did Overleaf*
- ◆ New Starters
- ◆ New Partners
- ◆ PCN up-date, self-referral and can you help?
- ◆ How to get SHC news quickly
- ◆ Achieve set up for January

**Massive congratulations to Dr Lorna Monteith for being awarded GP Tutor of the Year 2023 in recognition of her excellent teaching.**

## You said...

Improve the ability to contact reception on the phone

## We did...

- ◆ Increased the number of Receptionist
- ◆ We are training our Reception Team to be Care Navigators
- ◆ In January we will increase the number of people you can speak to during the first hour of the working day to alleviate the 8am rush

## How you can help...

- ◆ Our Care Navigator will ask you questions, so they can give you appointment with the most relevant clinician—please work with them
- ◆ Use the call back feature - it holds your place in the call queue, after being fourth in the queue with no need for you to hang on.
- ◆ Use e-consult—if you have access to the internet use e-consult. We will be running a session on the use of e-consult in the new year.
- ◆ Request your prescriptions by using the NHS App or on our website. We have the NHS App ambassador coming in next year, pop in and see her and find out what a great app it is.
- ◆ Please let us know as soon as possible if you cant make or don't need a appointment—email or call in—it's the first option when you phone in.





### Coming and Going...

We have some new starters who we would like to introduce:

- \* Omnia Ali—Clinical Pharmacist
- \* Alice Wise—Reception
- \* Amy Smith—Administrator
- \* Emily Newton—GP Assistant
- \* Debbie Greenough—Reception
- \* Kelly Morley — Reception

We said a very sad farewell to Dr Kyle Knox in September as a Partner, Kyle has been an integral part of SHC . Kyle is replaced by Dr Charlie Luo - we would like to congratulate him on becoming a Partner, also congratulations on the birth of his baby boy in October.

### First Contact Physiotherapy

FCP is not traditional Physiotherapy as you know it. Our FCPs are there to assess, give advice/exercises and refer if necessary. Generally you will have one appointment the FCP, but as they are muscular skeletal experts and you can generally get an appointment within a week, it makes sense to see them first. Please note that there is a criteria for self-referral, and you will need to supply some information. See the PCN news for routes to self referral.

### Christmas Opening Hours ...

Monday 25 & Tuesday 26

December—CLOSED

Wednesday 27, Thursday 28 &

Friday 29 December

08:30-18:30

Monday 1 January—CLOSED

Tuesday 2 January

08:30-18:30

### PCN News

You may never of heard of Healthier Oxford City Primary Care Network, but you may have used our services.

We were set up to deliver services at scale within a defined neighbourhood. We cover Summertown Health Centre, Beaumont Elms Practice, Banbury Road Medical Centre and Luther Street Medical Centre and primarily offer Social Prescribing, Health and Wellbeing coaching and First Contact Physiotherapy. Please visit our web site for more information: [www.healthieroxfordcity.co.uk](http://www.healthieroxfordcity.co.uk) for our services and those of our partners. Please note you can self-refer on the site or by phoning 01865 292344,



### Cold or Flu?

The easy option is to see your Community Pharmacist.

They can recommend excellent over the counter medication which will alleviate your symptoms and no need to wait

### Travel

We no longer provide travel assessments. Our Nurses can provide free NHS travel immunisations from the list below once you have had an independent travel assessment. You will need to bring that paperwork with you to your appointment. Please arrange an appointment for immunisations at least 6-8 weeks before departure if possible.

Free NHS travel vaccines:

- |                    |                |
|--------------------|----------------|
| <b>Hepatitis A</b> | <b>Typhoid</b> |
| <b>Tetanus</b>     | <b>Polio</b>   |
| <b>Diphtheria</b>  | <b>MMR</b>     |

### Volunteers Needed

Looking for volunteers with:

Digital and people skills

Good people skills and want to help in the community

Please contact us via email on [summertownhc@nhs.net](mailto:summertownhc@nhs.net)

For more details on any of the above, please see our [Facebook page](#)

