

This is the 'first' Welby Newsletter as a merged practice which we will be issuing regularly to make sure patients are kept informed of practice issues as we continue to improve our quality of service for everyone.

PRACTICE RESTRUCTURING

Following discussions with external stakeholders, the practice are considering relocating all services currently delivered at The Welby Practice, Bottesford to the adjacent Belvoir Vale Practice. We will be holding consultation events at The Welby Site, Bottesford to discuss the proposed two changes:

1. To relocate services from the Welby Practice Building to the Belvoir Vale Surgery. We currently have two sites in Bottesford. Harlaxton & Waltham will remain open as Branch surgeries. Additional consultation space will be provided.
2. There are proposed changes to our Waltham Branch Surgery. We propose to open two full days, one morning and two afternoons. Services outside these times can be accessed via Harlaxton. Our Belvoir Vale site in Bottesford will remain open during the week as normal.

Changes will enable the practice to continually invest in new staff and if you wish to discuss the changes you are invited to drop in to engagement events on:

- 9 January 2019 1.00pm-2.30pm (Bottesford Welby Surgery)
- 9 January 2019 4.00pm-5.30pm (Bottesford Welby Surgery)
- 11 January 2019 5.30pm- 6.00pm (Waltham Surgery)

Feedback received from patients, favours a single site to access all services in Bottesford, as opposed to two sites.



Emma Gardner (GP Services Manager) Demonstrating the new check in screen with Grace a member of our Reception Team.

GP UPDATE

In December Dr Christine Philips left the practice. We would like to thank Christine for all her hard work. Dr Jerry Thompson will continue to support the practice. Dr Jess Jones is also back from maternity leave on 18 February 2019.

NEW GP SERVICES MANAGER APPOINTED

Following an extensive interview process, the practice has appointed Emma Gardner as our GP Services Manager. Emma has worked at the practice since 2011 and has completed a Chartered Institute of Personnel and Development Course. She is also a member of the Welby Group Management Team.

PREMISES UPDATE

As part of our continued investment in Bottesford, we are working with architects to reconfigure the former Belvoir Vale Surgery. Ideas include patient check in areas and a larger waiting area. Extending the waiting area will make the practice more comfortable for all patients.

At Belvoir Vale a new patient check in screen has been installed. When arriving at the surgery for pre booked appointments, please sign in using your date and month of birth and first letter of your surname. Using the check in screen will free up valuable reception time and speed up the process to see your GP or clinical Staff. Staff are on hand to help you use this simple new service.

OUR VISION

Following the merger of Belvoir Vale Practice and the Welby Practice, we are in the process of re-branding. Nettle Design based in Bourne has been selected to re-design our existing logo. A new identity will be rolled out to all sites in 2019.

The aim of our practice is to develop and provide a full range of high quality, comprehensive, patient centered, primary health care services to our registered population. In order to achieve this we lay particular emphasis on the following objectives:

Our Vision for the Practice is:

- To promote equality of access to health care for all our registered population.
- To seek to offer our local community the resources to choose healthier lifestyles.
- To provide equal access to our services, and value the diversity of our patients and staff.
- To offer a friendly, polite and supportive environment, promoting personal and professional development through mutual value and respect.
- To promote the uptake of preventive procedures which have been shown to be of value.
- To develop the potential for patient care in all members of the primary health care team.
- To foster an innovative approach to the development of primary care through audit and research.
- Continue to be passionate about upholding the core values of the NHS for generations to come.

NEW SITE ACQUIRED

As part of our investment in the village, the Practice has acquired the former Baptist Church on Queen Street. We hope all back office services such as medical administration, HR and Finance will be delivered from the former Church by existing staff. A new role has been created for a Lead Healthcare Administrator.

NEWS: NEW PRACTICE NURSE JOINS THE WELBY PRACTICE

Following the retirement of staff, the practice is pleased to announce the appointment of Naomi Allan. Naomi has a First Class Hons Degree in Nursing and has two children. Naomi enjoys working with patients and looks forward to developing new skills managing long-term conditions.

Naomi will work closely with Julie Cox, Practice Nurse. Julie also joined the practice recently, with significant experience as a substantive Practice Nurse. We would like to thank Julie for all her hard work, whilst we recruited a new team member.

STAFF UPDATE

Following the practice's strategy to invest in the clinical team, we have been joined by:

- Dr Andrew Barber
- Nisha Sathish - Receptionist
- Sharon Brooks - Receptionist
- Claire Armstrong - Primary Care Co-ordinator
- Briony Leatherdale - Medical Secretary
- Naomi Allan - Practice Nurse
- Sergio Caminero - Clinical Pharmacist
- Matt Doig - Transformation Team

We have a vacancy for a Medical Secretary & Lead Healthcare Administrator - please contact Emma Gardner for further information.

PATIENT PARTICIPATION GROUP (PPG)

The practice has been working closely with the PPG to ensure the group has been made aware of changes following the merger and of future plans to make sure any impact on patients are properly considered. Surgery noticeboards now give more details of the group and of key indicators of practice outputs.

We would very much like our group to have representatives from all age groups and ethnic backgrounds who want to help us.

SEASONAL FLU VACCINATION

The Surgery is now taking bookings for annual flu vaccinations. Please contact our reception team to make an appointment.

The flu vaccine is routinely given on the NHS to:

- adults 65 and over
- people with certain medical conditions (including children in at-risk groups from 6 months of age)
- pregnant women
- children aged 2 and 3

- children in reception class and school years 1, 2, 3, 4 and 5

For 2018, there are 3 types of flu vaccine:

- a live quadrivalent vaccine (which protects against 4 strains of flu), given as a nasal spray - this is for children and young people aged 2 to 17 years eligible for the flu vaccine
- a quadrivalent injected vaccine - this is for adults aged 18 and over but below the age of 65 who are at increased risk from flu because of a long-term health condition and for children 6 months and above in an eligible group who cannot receive the live vaccine
- an adjuvanted trivalent injected vaccine - this is for people aged 65 and over as it has been shown to be more effective in this age group
- If your child is aged between 6 months and 2 years old and is in a high-risk group for flu, they will be offered an injected flu vaccine as the nasal spray is not licensed for children under 2.

GP ONLINE SERVICES

You can now book appointments, order repeat prescriptions and even access your GP records online. It is quick, easy and your information is secure. You can access the online services via a computer, tablet, Smartphone or using the practice website.

Many of our patients are already registered for this service but we encourage that you also do this by calling into the surgery to register. This method of contact is not only beneficial for our patients but also for the practice. Evidence shows that patients who are informed and involved in their own care have better health outcomes and are less likely to be admitted to hospital.

EXTENDED ACCESS SERVICE

Patients registered at all practices across South West Lincolnshire are now able to access pre-booked appointments for routine GP services in the evenings and weekends.

From early September in Sleaford and with effect from 26 September in Grantham, the new service is part of an extended access service commissioned by South West Lincolnshire Clinical Commissioning Group, and covers the hours between 6.30pm-8.00pm weekdays and 9.00am-12.00pm Saturdays and Sundays, including bank holidays and across Easter, Christmas and New Year.

It is important to remember these are pre-bookable and not for urgent, acute 'on the day' issues.

These appointments are for pre-bookable, non-urgent consultations with GPs and nurses for things like chronic illness, asthma checks, medicines reviews and routine GP appointments. Patients will be able to access their appointment at either Sleaford Medical Group, Sleaford,

To arrange an appointment, please speak to one of our Receptionists.

When booking an appointment you will need to consent to a Consulting Clinician that may not be your own GP viewing and updating your health record. This means that your appointment could be with a health professional from any of the federation practices, including our very own GP Dr James Thompson.

WE'RE HERE TO HELP

...If something isn't right - please let us know!

We want you all to have a positive view of your Practice and whilst we work really hard to meet your expectations with the services we offer, we do recognise, that on occasion, things may not go as expected and we would like you to tell us, as soon as possible, to enable us to take appropriate action.

Your feedback, good or bad, is invaluable as it gives us a view of how we're doing and enables us to implement any necessary changes/enhancements/training to our services.

Our preference, when things don't meet expectation is that you speak to your Practice Manager; Emma Gardner or your GP (we don't bite - honest!).

If you are uncomfortable doing this, suggestion forms will be made available in all reception areas and waiting rooms.

FUNDS RAISED FOR BRITISH HEART FOUNDATION

In the summer Simon Richardson our Managing Partner joined members of Priory Federation Academies Trust in an off-road cycle challenge of almost 200 miles.

Simon Richardson, Rob Reeve, Andrew Graves and Russell Fenton completed the C2C cycle ride from the west coast of Cumbria to the east coast of Yorkshire. The route is designed to follow the famous Wainwright coast-to-coast walk of 195 miles.

Blessed with superb weather and excellent back-up, the intrepid foursome completed the ride in less than four days and, in the process, made a total ascent of close to 25,000 feet.

A second challenging ride is being planned for 2019. The chosen charity is Macmillan Cancer Support. Further information will follow in the New Year.

DONNA DEVEREUX ANP RAISES FUNDS FOR SHAUN SMILES

Our Advanced Nurse Practitioner and Sarah Watson of local charity Shaun Smiles, has been raising funds for the local foodbank in Grantham. Donna would like to thank everyone who contributed and says, "thank you for all your help and support to make this amazing thing happen today. £1000.00 towards the Food Bank fridge freezer, 100 bags to distribute, plus another 20 to support Homeless Shelters has been presented to Brian Handbury Foodbank Manager."

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PRACTICE



GP Services Manager (Emma Gardner) and Sam Gray meet members of Berts Family.



Bert Phillips

DONATION THANK YOU FROM THE WELBY PRACTICE

It was lovely to meet you and members of your team and thank you for your hospitality.

My sister, Susan, and I really appreciate the care you and all your colleagues at the Welby Practice have given to our mum and dad over the long period they have lived in Denton. They always spoke very highly of all the staff at Harlaxton and there is no doubt that the care they received from the Welby Practice enabled them both to enjoy life to the full into their 90's for which we are very grateful. It would be appreciated if you would pass on our sincere thanks to everyone at the practice who cared for mum (Gladys) and dad (Bert) over the years.

It was decided by the family, prior to the funeral service, that any donations made would be donated to the Welby Practice at Harlaxton - so mourners knew where their donations were destined before they gave. Such a very respectable amount received is testament to the high regard in which the practice is held.

Both my sister and I are very proud to be able to donate to the practice and we hope that this modest amount will go, in some small way, to enhancing the lives of others and help you and your colleagues to continue your excellent care and support of the local community.

Robert Phillips

On behalf of The Welby Practice we would like to thank you for the £400 donation that was kindly received from family and friends who attended Bert's funeral service. It was a pleasure for Sam Gray and I to meet you all and talk about Bert and his life achievements. The donation is greatly appreciated and we have been able to purchase further paediatric stethoscopes and blood pressure monitors for our practices.

Emma Gardner
GP Services Manager