

Chipping Campden Surgery Newsletter August 2022

Personal GP's

As previously mentioned in our news items, this new system of patients being allocated a regular GP is working well and routine waiting times for GP appointments are improving. Patients are benefiting from continuity of care by consulting with their allocated GP and we have increased the number of face to face appointments available. Medically urgent appointments are still dealt with via telephone triage each day.

Staff changes

We have a new phlebotomist Carol Gent, who joins us as an experienced phlebotomist 3 mornings per week.

We are sad to say that Janet, our longstanding receptionist and phlebotomist, is reducing her hours with us for a more clinical role nearer to her home. We are sure that patients will wish to send her best wishes for her new role, and we are pleased that she will still be working some hours at the practice.

Smoking cessation

We offer support and advice over a series of appointments with our trained specialist nurses which can be telephone or face to face appointments to help patients stop smoking. Please book with reception.

Clinical pharmacist

Now that the North Cotswold hub covid vaccination programme is completed until the Autumn, our Clinical Pharmacist is now available to book medication reviews or for queries regarding medication. Please ask at reception for information.

Face masks

As Covid case numbers continue to increase, Gloucestershire Health and Care NHS Foundation Trust and Gloucester Hospital Foundation Trust have revised their guidance on mask wearing with immediate effect. Both organisations are enforcing mask wearing for staff, patients and visitors as per previous national operational guidance. This also applies to all GP practices and we continue to ask patients entering the surgery to wear face coverings in order to protect vulnerable patients who access the surgery at all times.

Communicating with surgery staff

We remind patients that our staff do their best to help patients during very challenging circumstances and often patient expectations and demand are above the capacity of NHS resources. When communicating with our staff verbally or via written communications via our e-mail and website, we ask patients to remain respectful as often staff are demoralised by receiving unkind comments and ultimately this leads to more staff leaving the profession at a time when the NHS needs staff to remain in post. As recent news articles regarding the worst NHS staffing crisis in

history mention “the whole world is currently short on staff, please be kind to those who are doing their best to keep going”.

Positive feedback

We have received some positive comments from patients and this is very much appreciated at this time to help with staff morale.