

### **Staff changes**

Dr Zamir returned to work in mid-November for some sessions and hopes to be back to her normal hours from mid-December. We still have locum GP's and our Advanced Nurse Practitioners to book appointments with in Dr Zamir's absence.

We welcome new receptionist Stacey.

We also welcome our new GP's in training Dr Bryson Odigwe and Dr Anna Icke, and additional roles GP Dr Elizabeth Little to our team.

Kate Conway, our Health Care Assistant, is increasing her sessions with us from December.

### **Appointment system changes**

From 5<sup>th</sup> January 2026, Campden surgery will be introducing a new Total Access system for booking GP and Advanced Nurse Practitioner appointments, as well as submitting all administrative queries. Instead of waiting on the phone or coming into the surgery, simply complete our short online triage form using your NHS app or our surgery website. Any clinical requests go directly to our clinical team of GPs and ANPs. (Nurse and other health care staff appointments will remain bookable in the usual way).

Depending on your needs, your completed request may result in:

- A same-day or routine face to face/in person appointment with an appropriate clinician – this may be a GP, ANP, clinical pharmacist, mental health nurse or musculoskeletal clinician
- A telephone consultation
- Advice or self-care guidance
- A referral (such as through the Pharmacy First scheme)

All queries submitted through SystmConnect will receive a response within one working day. Please note we will no longer be accepting emails for patient queries.

We recognise there may be a small group of our patients who do not have access to the internet and can, therefore, continue to phone or visit the surgery and a receptionist will complete the form on their behalf. Alternatively, a relative or friend can submit the request.

Thank you for your cooperation as we work to improve access and efficiency and please bear with us if there are slightly longer waits for routine appointments as we transfer to the new system. Practices who have moved to this system have reported quicker access for patients and higher patient satisfaction with the service.

### **Housebound patient criteria**

Please note the criteria for housebound patients for District Nurse visits and visits from our Practice Nurses: Housebound means not being able to leave the house to attend the GP surgery for care. This is due to medical reasons and not transport reasons. We have very good voluntary transport options locally who can often bring patients to the surgery. If patients can attend surgery, this means that a nurse can see 3 or 4 patients in the surgery compared to 1 housebound patient. Some patients are temporarily housebound, for example due to a hospital stay or operation.

### **Missed appointments**

There were 93 appointments missed in October with a total of 25 hours of GP/Nurse time being wasted due to patients not informing us that they cannot attend an appointment. Please inform us if you cannot attend a booked appointment so that it can be offered to another patient.

### **Winter seasonal illnesses**

We are now approaching our busiest time of year, with a large volume of patients seeking advice for acute conditions, which we are having to manage alongside the routine monitoring of patients on our patient list. We have an excellent working relationship with the local pharmacy, who are happy for us to refer patients with minor illnesses for advice and treatment. Please note that if we ask patients to attend the pharmacy initially, this is to use NHS resources appropriately, in order for patients to receive prompt care from ourselves when needed. If the pharmacy are unable to assist for any reason, we are happy to book patients into our Doctors or Nurse Practitioners if needed.

### **Prescriptions**

Just a reminder to order in plenty of time, giving A MINIMUM OF 4 DAYS NOTICE before collection, from either our dispensary or a pharmacy. This will ensure patients do not run out of medication over the bank holiday period.

### **Christmas and New Year**

We would like to take this opportunity to wish our patients, volunteers and attached staff in the locality and wider NHS a Happy, healthy Christmas and New year. Thank you for your patience in accessing our services over the last year, which has been challenging for the practice in many ways. This has included a delay to our new premises, short notice changes in requirements for practices by the NHS, an increase in staff absences with acute and chronic illnesses and changes in staff team members. We are looking forward to the new year with a little more stability to our team.