

Information from the practice

The new telephone service is now up and running with the changes implemented successfully. There is now a dedicated prescription option available. The number of people in the telephone queue has been reduced to 10 per option in each queue.

The practice has introduced a lunchtime closure to enable the teams to catch up and prepare for the afternoon. Please note this does not mean that the work in the practice stops!

The practice website has been updated and is much clearer and better to use with several new options. The appointment system with on the day booking is bedding in and it should be remembered that for urgent cases the duty team are available as before. Demand for services continue to grow.

The practice responds to [on average] 1500 phone calls per day. There are 14 receptionists and 6 people on the duty team line.

In August, there were 7619 appointments and 206 patients who wasted their appointments. [DNA's]

In one month, 20-30% of the entire patient population has an appointment.

On average, 1 patient contacts the practice x 7 per year, compared with 20 years ago when it was 3.

The practice has begun making use of Text communications again. It would be helpful if patients provided their number to the practice. The PPG will be assisting at the Flu clinics and handing out forms requesting this information.

PPG Communication

We are also aware that not everyone has smart phones, e- mail or makes use of social media. We publish in the local magazines and for specific announcements place posters in local businesses. If you have a suggestion on how we can reach more members of the community, please either send an e mail or leave a message on the address and number below. You can also leave a letter message in the PPG mail box at Hartley Wintney or Hook.

PPG Contact Details

Whitewaterppg@gmail.com or Tel: **01256 678671**

<https://www.facebook.com/WhitewaterPPG>

(Please note we cannot deal with any medical or personal matters.
The email address for the practice is: nhccg.whitewaterhealth.nhs.uk)

By the time you read this Flu clinics will have taken place (for 8th and 15th October in Hartley Wintney, and 29th October and 5th November in Hook from 08.30-12.30).

Covid vaccinations will be provided at several locations again and those eligible should have received an invite from the NHS. Please take it up.

Have you had a cough for 3 weeks or more?

NHS



If you have had a cough for 3 weeks or more, speak to your doctor.



It is probably nothing serious but it could be a warning sign for cancer.



Do not ignore it. If it is cancer, finding it early makes it easier to treat.

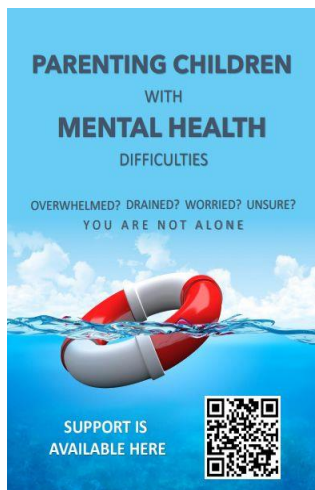


Speak to your doctor, they will want to see you.

Find out more at
nhs.uk/cancersymptoms

Clear on cancer
Help us help you

Each month we highlight one of the many campaigns that are run by the NHS. This month our focus is on Lung cancer and to support this we ran a stop smoking campaign on Facebook during October. Lung Cancer remains one the biggest challenges in health. The information shown is a reminder not to ignore symptoms and to consult your medical team early.



In September, we highlighted resources available to support families with challenges in parenting children with mental health issues. We will follow this up again through our Facebook page in November.

Communication with the PPG

Please use the details on these pages to contact us, and we will report the information to the practice and ensure they understand your concerns and needs.

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Whitewaterppg@gmail.com or Tel: 01256 678671

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