

Spring Edition

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Swanlow Medical Centre Newsletter

Staff Updates

We would like to take the opportunity to warmly welcome some new members to our team, but also wish others good luck in their new adventures outside of Swanlow Medical Centre.

Goodbyes

- Dr Dani Washbrook who left the practice in January 2024 to start an exciting new journey in General Practice as a Salaried General Practitioner. We would like to thank her for all the hard work and commitment she gave to Swanlow Medical Centre and wish her the best of luck!

Welcoming

- Dr Greg Hardman will be joining the surgery in June 2024. Dr Hardman has been a General Practitioner Partner in Chester previously and we are really looking forward to him starting with us.
- Hannah Marshall and Tara Flexen joined the practice in November 2023 and they have formed part of the Senior Management Team and will work alongside Ange Roberts, Practice Development Manager to continuously improve the service which is provided by Swanlow Medical Center.

Total Triage

We will be changing the way our appointment system works and introducing a triage system. This means that you will need to fill out an online request form for a GP appointment, whether that is for an acute medical problem or a routine appointment. A GP will then view this request and signpost you in the right direction. We feel this system is of greatest benefit to you, you can sit in the comfort of your own home and complete an online form, there is no need to wait in a telephone queue, no need to chase your requests and no need to rush to be first in line. The triaging GP will look at the online requests and decide if you require an urgent on the day appointment, or whether this can be dealt with routinely. If the GP feels you need to make an appointment whether this is on the day or routine, you will be sent a text message with a self-book link which will allow you to book an appointment for a time and/or day that best suits you. Currently we are doing lots of work in the background to ensure the transition is as smooth as possible and you co-operation on this change is very much appreciated.

If you are unable to complete an online form and are unable to ask a family member or friend to assist you with this, the reception team will complete this on your behalf.

Half day closures 2024

The surgery will be closed from 1pm until 8am the following day for protected learning time on the below dates.

Wednesday 15th May
Tuesday 4th June
Wednesday 17th July
Tuesday 3rd September
Wednesday 16th October
Tuesday 5th November

Bank Holidays 2024

The surgery will be closed for the following bank holidays. It is important that you are aware of these closures to ensure you have enough medication to cover for the days in which you cannot access the surgery.

Monday 6th May

Monday 27th May

Monday 26th August

Wednesday 25th December

Thursday 26th December

Please be aware that the day after a bank holiday the surgery sees an increased demand on patient appointment and requests.

COVID19 Spring Booster Vaccinations

All Winsford Practices have agreed to provide the COVID19 Spring Booster vaccinations to patients in eligible cohorts. Winsford Practices will be offering a vaccination clinic on Saturday 27th April which will run 1pm-4pm. The surgery will invite all eligible patients via text message which will provide you with a self-book link to allow you to pick the time which best suits you.

If you are unable to attend the vaccination clinic on that day, and you are in an At-Risk cohort you will be able to attend one of the following walk-in clinics.

Date	Time	Location
Monday 22 April 2024	10.30 – 16.00	Brio Leisure 2 Princeway Frodsham WA6 6RX
Saturday 27 April 2024	10.30 – 16.00	Bishop Heber High School Chester Road, Malpas SY14 8DJ
Monday 29 April 2024	10.30 – 16.00	Brio Leisure 2 Princeway Frodsham WA6 6RX
Tuesday 7 May 2024	10.30 – 16.00	Brio Leisure 2 Princeway Frodsham WA6 6RX
Tuesday 7 May 2024	10.30 – 16.00	Winsford Lifestyle Centre The Drummer Winsford CW7 1AD
Monday 13 th May 2024	10.30 – 16.00	Brio Leisure 2 Princeway Frodsham WA6 6RX
Monday 13 th May 2024	10.30 – 16.00	Winsford Lifestyle Centre The Drummer, Winsford CW7 1AD

Friends and Family Results

The Friends and Family data collection is collected by questionnaires which are completed after you have attended the surgery for an appointment. This asks for a rating of your experience and allows you to add any comments as to why you have given that rating.

In quarter one (January—March) the surgery received 846 results.

Very good: 615

Good: 177

Neither good nor poor: 34

Poor: 10

Very poor: 10

The surgery addresses all Poor and Very Poor results and continues to try and improve the service which is provided.

Swanlow Medical Centre welcomes all feedback from patients as this allows us to understand the experience which our patients have when attending the practice.

Annual Chronic Disease Reviews

It is very important that if you suffer from a Chronic Disease, such as Diabetes, Asthma, COPD etc that you attend the surgery yearly for a review with either the Practice Nurses or GP depending on your condition. Annual reviews are required to ensure that your condition is being monitored and if you take specific medication for this, that safe prescribing is adhered to.

The surgery will invite you in for your annual review up to 3 times. After this the surgery will mark you as giving informed dissent and declining your annual review for the coming 12 months. It is felt that after 3 separate invitations that if no action is carried out by the patient to complete these reviews that it is then the responsibility of the patient to book these appointments at a day or time that suits them, however this may depend on your history and condition meaning that you are started on a medication regime which could involve a reduction in the amount of medication you are prescribed until your reviews are carried out and safe prescribing can continue.

You will receive a letter which is classed as your 1st invitation to your review, which will also state what will happen if reviews are not completed within the 12 month period. A second invitation will be sent in the way of a text message, as will the 3rd invite however on this invitation you will have the option to actively decline your review having understood the implications of this.

The following conditions require annual monitoring:

- Diabetes, this requires a blood test and urine sample, followed by a face-to-face appointment with the Practice Nurse 7 days later.
- Asthma and COPD requires a 30 minute appointment with the Practice Nurse and you must bring any inhalers that you use with you to the appointment so inhaler technique can be checked.
- Hypertension (Blood Pressure) requires a blood test and BP check with our Health Care Assistant/ Practice Nurse
- Mental Health, certain diagnoses relation to Mental Health require a bloods test, BP, BMI, alcohol status and face-to-face review.