

Overton Park Surgery



www.overtonparksurgery.com

Welcome to the Spring 2018 edition of the Overton Park Surgery Newsletter. We've continued to improve our services to you, and have been saying hello (and goodbye!) behind the scenes. Here we will give you an overview of what's been happening.

News



Improved Access

NHS Choice+ has been replaced by Improved Access. Six of your local Cheltenham GP surgeries are now working together to provide additional GP appointments for all their registered patients. They have called this group of practices the Cheltenham Central Cluster.

If there isn't a routine or on-the-day appointment available at Overton Park Surgery, you can be offered an appointment in the Improved Access clinic. These clinics are open to patients registered at any of the seven Cluster surgeries, and will be available to you and your family up until 8.00 pm Monday to Friday and on Saturday mornings here at Overton Park or in the St Paul's Medical Centre Chapel building. Please see the Improved Access page on our website for the complete timetable and further information.



Patient Participation Group

We encourage any patients motivated to have a say in the services we provide to join our PPG. Volunteer patients, the Practice Manager and a GP will meet on a regular basis to discuss the services on offer and any improvements we can offer.

It is a way for patients to advise and inform us on what matters most to patients, and to help find solutions to problems. They also help the Practice to organize information events such as the 'Managing Memory 2gether' evening in November 2017. The evening was attended by Kathy Holmes from the 2gether trust, a cross section of patients with various stages of dementia and their carers. There was a wealth of information available at this insightful evening, and the

Practice has been encouraged to offer a similar meeting in future after very positive feedback. The PPG, Practice and Kathy thank everyone who was involved.

If you would like to help organize events like the 'Managing Memory 2gether' evening, consider becoming a member of our PPG. We welcome all walks of life, and value your input in the running of the Practice. Please see the Patient Participation Group page on our website to find out what the PPG does, what's involved, and how to join.



MMR Vaccinations

There has been a rise in the number of measles cases, and the NHS is pushing a campaign to get more people vaccinated. We are encouraging patients who have not had both of their MMRs to receive one, and have been sending invitations out. We have plenty of stock, and if you're not sure if you've had both MMRs, then we can check for you.

Staff News



GP Registrars

After bidding goodbye to Dr. Tom Sutherland (and his amazing baked goods!), we welcome Dr. Suzanna Lake. Dr. Lake is with us until August, and is well settled and enjoying her placement.



New Arrival

Congratulations to Dr. Sarah Macrow on the safe delivery of her son. Dr. Macrow will be returning to us in 2019, and we hope that she enjoys her maternity leave and newest family member.

In the meantime, Dr. Michael Williams and Dr. Joanna Morrison will be taking on

extra clinics to ensure that appointments are available.



Overton Park Charity Work

Information for Patients



Online Resources

We have updated our website to make logging in to SystmOnline more straightforward, and our policies easier to find.

We encourage patients to sign up to online services, which include appointment booking, ordering repeat prescriptions, and access to summary information in records. Please speak to a receptionist or visit our website for more information.

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There is also information on our data sharing policies and how we manage your information, in line with the General Data Processing Regulation (replacing the Data Protection Act).



Travel Vaccinations

If you're planning to travel outside the UK, you may need to be vaccinated against some of the serious diseases found in other parts of the world. In the UK, the childhood vaccination programme protects you against a number of diseases, but doesn't cover most of the infectious diseases found overseas.

You should get advice **at least eight weeks before you're due to travel**, as some jabs need to be given well in advance. Not all vaccinations are available free on the NHS, even if they're recommended for travel to a certain area.



Hayfever

Before going to see your GP, you should visit your pharmacist and try to treat your hay fever symptoms with over-the-counter medications, such as antihistamines.

<http://www.nhs.uk/Conditions/Hay-fever> has lots of information on symptoms, treatments and ways to reduce your exposure to pollen.

One of our lovely secretaries, Zöe Sired, is the organizing hand behind the charity work we do here in the Practice. Our most successful fundraiser to date was November 2017, when we raised £104 with Elves for Alzheimer's by dressing as Christmas Elves. You'll have also seen us in Christmas jumpers, 'Wear it Pink' for breast cancer pink and 'Comic Relief' red.

This year we're very proud of Sarah Cresswell, who left us as a HCA last year to train to be a nurse. She ran her first London Marathon in April and raised £2,400 for Acorns Hospice. She is very grateful to everyone who donated and supported her.

Dr. Trudy Christmas is doing the Macmillan Wye Valley Mighty Hike in August, trekking 26 miles in aid of Macmillan.

We are also doing an Overton Park Charity Walk to raise money to help fund facilities and equipment for the children at Bettridge School, a community special school based in Cheltenham. They provide an individualized, creative and exciting learning pathway for pupils between the ages of 2 and 19 within a safe and supportive environment. Most pupils have severe or profound learning difficulties.

Our Practice Manager's son, is a pupil at the school, so this cause is near and dear.



Extended Hours

We have extended hours offering booking appointments to patients:

Every Tuesday (early clinic)

Open 7:30am - 6:30pm

Every Wednesday (early clinic, Nurse only)

Open 7:30am - 6:30pm

Every Friday

Open 7:30am - 6:30pm (early clinic, Nurse and Doctor)

Every other Saturday

Open 8:30-10:30 (Booked appointments only – no walk-ins or emergencies)