



# THE VILLAGE PRACTICE PATIENT NEWSLETTER



Spring 2023

**Welcome** to our first Newsletter of 2023 as we move forward into Spring.

### **Closure For New Patient Registrations**

As I am sure you have heard in the media, General Practice is in crisis, with increasing patient need and demand, coupled with an exhausted workforce. The Covid-19 pandemic has generated a vast back log of care, which is so far largely unmeasured and unrecognised in General Practice.

A GP practice must provide enough appointments to meet the reasonable needs of their patients, however, these must be within safe bounds for patients and GPs.

There has been a recommendation of safe level of patient's contacts per day for a GP to deliver safe care and many practices, including us, are in great excess of this.

Unfortunately, the increase in new patient registrations is no longer manageable at this time and so The Village Practice has closed its books for new patient registrations until further notice. Be assured that we can still provide safe care for our current list of registered patients.



### **New Telephone System**

We have recently moved to a brand-new telephone system which means the voice you hear when calling the surgery will be different. Our telephone number, **023 92242960**, remains unchanged.

Please can you ensure that you have the correct number for the surgery stored in your telephone directories.

### **Advance Notice of Practice Closure:**



Thurs 30 <sup>th</sup> March	Target Training Closed from 13:00
Fri 7 <sup>th</sup> April	Good Friday Closed all day
Mon 10 <sup>th</sup> April	Easter Monday Closed all day
Mon 1 <sup>st</sup> May	Bank Holiday Closed all day
Mon 8 <sup>th</sup> May	Bank Holiday Closed all day
Mon 29 <sup>th</sup> May	Bank Holiday Closed all day

The Out of Hours Service covers the Practice on these days and they can be contacted by telephoning **111**.

### **GP Extended Access:**

Local GP practices are working together to offer patients evening and weekend appointments across Hampshire and the Isle of Wight. This means that registered patients will be able to see a GP, nurse or other health professional at a time most convenient to them.

The new arrangements for providing 'enhanced access' for GP practices came into effect at the beginning of October 2022. For more information on how to book into one of our extended hours clinics, please contact reception.

### **Healthier Together App**

The resources on the Healthier Together website have been developed in partnership between parents and healthcare professionals from across Dorset, Hampshire and the Isle of Wight. You'll find clear information on common illnesses, including advice on what serious 'red-flag' signs to look out for, where to seek help if required, what you should do to keep comfortable and how long symptoms are likely to last.

Parents or guardians of children can download the Healthier Together App for free onto their smartphone or through the website for instant advice on many common conditions:  
[www.what0-18.nhs.uk/](http://www.what0-18.nhs.uk/)

## **Urgent Treatment Centre**

Thinking of attending the emergency department at QA Hospital or the Urgent Treatment Centre at St Mary's Community Health Campus for an urgent, but non-emergency, need?

Please remember that there is an urgent treatment centre (UTC) at Gosport War Memorial Hospital and Petersfield Community Hospital.

Contact 111 on-line, or phone 111 to be directed to the most appropriate place for your need – and to get an allocated appointment slot so you can be seen at the right place, first time by the most appropriate healthcare professional.

The UTC does accept walk-in patients for people unable to use 111, but you may need to wait longer or may be directed to another care facility if clinically appropriate.

**Please help the NHS to ensure our emergency department is kept free for those patients in need of emergency or life-saving care.**

## **Hayfever Season**



Hayfever, also known as 'Seasonal Allergic Rhinitis', is upon us and can cause symptoms such as sneezing, runny or blocked nose and itchy nose and eyes. The hayfever seasons are as follows:

- Feb-June Tree Pollen
- May – July Grass pollen
- Sept – Oct Mould

For further advice on self management of hayfever visit [www.allergy.uk.org/hayfever](http://www.allergy.uk.org/hayfever)

**or see your local Pharmacist**

## **FAILURE TO ATTEND APPOINTMENT**



We aim to provide all our patients with the best possible service and to achieve this we need your cooperation.

**If you are unable to keep your appointment, please make every effort to cancel it well in advance so that it may be offered to someone else. Non-attendance and cancellations at short notice without a valid reason deprives other patients of essential medical services.**

The Practice loses many appointments per month due to non-attendance or patient calling at such short notice that we are unable to fill the appointment. We need these appointments so that we can continue to provide timely access to Doctors & Nurses. Please be aware that we have implemented the following policy:

### **Policy For Failure To Attend Booked Appointments**

The first time a patient fails to attend a booked appointment we will send them a DNA (Did Not Attend) letter reminding them that in the future they must cancel appointments if they are unable to attend.

To avoid being sent a DNA letter please ensure that you cancel your appointment a minimum of 2 hours before that appointment time. Anything cancelled after this time could count as a DNA.

After 3 missed appointments we will consider advising you to register with another surgery



## **Contact Details**

Have you recently moved or changed your telephone number??? Please remember to inform reception staff if any of your details have changed.



## **Test Results**

When calling for test results please ring after 1pm when the telephone lines are less busy, to get your results.