

Penshurst Gardens Surgery Newsletter January 2016

Retirement - Dr Zoe Pinto

As you may be aware, Dr Pinto retired from the practice at the end of 2015 after 27 years of dedicated care and management of her patients and the practice.

She will be sorely missed by her patients, partners and all the staff at Penshurst Gardens Surgery.

We wish Dr Pinto a long, happy and healthy retirement and thank her for giving so much to the Penshurst Gardens Surgery community for so many years.

Principal GP's

In November 2015 the practice welcomed Dr Joanna Yong as a principal GP, alongside Dr Joseph Jones, who has now taken on the role of Senior Partner.

New Associate GP's

We are awaiting the start of two new associate GP's this spring, Dr Danielle Berman, who we welcome back after a short break and welcome Dr Melissa Holz.

Leavers

Dr Katherine Breckon left the practice in January 2016 to take up a new GP position nearer her home and Dr Sacha Dhanjal is finishing her training post with us at the beginning of February.

We wish both of our leavers every success for their futures and thank them for their contribution to the practice.

Interim Arrangements

During the next 4-6 weeks appointments will be provided by Dr Jones, Dr Yong, Dr Spry and sessional GP's.

Named GP for all Patients

All patients have a named GP. Please check with reception or the GP/Practice Nurse during a consultation, who you are registered with. Please note this does not mean that you will always need or be able to see this doctor, but they are formally responsible for your care.

Winter Extended Hours

We are currently experiencing very high seasonal demand for appointments.

Last winter Barnet CCG provided extra funding for all Barnet practices to secure extra sessional GP's in all practices to help relieve this pressure.

This year a different model is being carried out where patients are being offered a GP appointment at any practice in Barnet on Mondays 5-8pm, Fridays 5-8pm, Sat 9-12noon, Sun 9-12noon, available appointments permitting.

We are hosting on a Monday evening and the other local practices are offering alternative appointments.

Please do not be surprised or disheartened about being offered an appointment at another local practice. With your consent the GP you consult with will have access to your full medical history.

These appointments are designed to offer consultations for acute conditions in the hope that pressure will be relieved from local A&E's and Walk in Centres.

Please bear with us during this very busy time and please do use your local pharmacy in the first instance for common ailments and minor illnesses. Details of conditions they can advise and help with can be found on the NHS Choices Website.

Appointment Update

Routine GP and Practice Nurse appointments are 10 minutes long. When an appointment is offered at Peshurst Gardens Surgery you may not always be offered the GP of your choice. Please be assured that all GP's have full access to your medical record both current and historic.

We understand the frustration felt when patients feel they have to queue outside before 8am in the cold and rain or having to try many times to get through on the phone at 8am. With a view to improving access to appointments we are increasing the availability of appointments pre-bookable up to 2 weeks in advance, appointments are now pre-book able 2 working days before and 1 day before. The remaining appointments are bookable on the day. Same day appointments are prioritised for acute conditions, please avoid using them for routine prescription issuing or results requests. Please help us and your fellow patients by adhering to this request.

GP and Nurse telephone consultations may be offered if your request is appropriate for a consultation without seeing a clinician face to face. Please note this is not an opportunity to ask the doctor for a face to face appointment.

Online appointment bookings on the day and in advance, along with requesting repeat prescription requests can be made via our website penshurstsurgery.com or the 'Patient Access' App are available for all patients – please request log in details from reception.

Reception and Practice Support Staff

Please be patient with our reception and administrative staff as they endeavour to ensure the smooth running of the practice. We have systems in place to ensure that all our patients get the best care possible and sometimes it is not feasible for them to 'catch a GP between patients' or get a prescription signed quickly.

In line with other GP's and Health Care settings, we are working in challenging times and with limited funding.

Please be assured that the practice is continuing to make service improvements and that all staff are working extremely hard to deliver a high quality service in a timely manner.

Your feedback and suggestions are welcome via our suggestion box.