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| NewsletterJanuary 2020 |
| **Eldene Surgery****Colingsmead****Swindon****Wiltshire****SN3 3TQ****Tel: 01793 522710****Opening Times:****Monday – Friday****8.30am – 6.00pm**The surgery does not close at lunchtime but the telephones are answered for emergencies only.**Our Doctors****Dr P Bauliah****Dr E Holliday****Dr K Applegate****Dr V Rao****Dr D Virik****Dr N Muniweera****Dr S Kuram****Our Clinical Team****Alison Tarrant – Clinical Nurse Manager****Jacky Webb – Senior Practice Nurse****Kathy Smith – Diabetic Lead Nurse****Stacey Dunne – Practice Nurse****Elizabeth Eagles – Health Care Assistant****Andrew Ormston – Specialist Prescribing Paramedic****Ruth Poltock – Nurse Practitioner****Aliya Pinto – Senior Clinical Pharmacist****Helen Hall – Mental Health Nurse****Deborah Coleman – Health and Wellbeing Advisor****Our Management Team****Sarah Wilson – Practice & Business Manager****Mike Tidy – Operations Manager****Remember, if you change your name, address, or telephone number, please inform us – we need to keep your details up to date****Useful Numbers****Prescription Ordering Direct – 01793 683755****Children & Young Person’s Clinic – 0300 111 0088****Great Western Hospital -****01793 604020****If you require medical attention or advice when we are closed, please call NHS 111 on 111****We may close the surgery at lunchtime for meetings and staff training once a month****For Information:** **Walk-in Centre closure** **Please be aware from the end of March 2020 the walk in Centre at Islington street will close**Website details : [www.eldenesurgery.com](http://www.eldenesurgery.com) |

 | Eldene SurgeryA large print version is available upon request.Welcome to our Surgery quarterly newsletter. This edition is full of useful information to refer toWelcome from the new management teamYou may be aware that Eldene Surgery was previously managed by Integrated Medical Holdings (IMH). Since the 11th November 2019, Eldene Surgery has been taken over by Victoria Cross Surgery who has installed a new management & clinical team.The new team at Eldene extends a warm welcome to all our patients and will look to transfer current best practice from Victoria Cross Surgery with a view to delivering the excellent standards of patient care that you should expect from your local surgery.In a move away from the remote ‘hub’ model delivered by IMH there will now be a dedicated Practice Manager as well as an Operations Manager onsite to ensure the day to day running of Eldene Surgery is reliable, responsive and consistently to a high standard. Improved Appointment ServicesSince the 11th of November 2019 we have introduced a dedicated call handling team on site which ensures that in the vast majority of cases patients are able to speak to someone in under a minute. We monitor the responsivity of our call handling and take action to ensure that we have enough cover.One happy consequence of this is we have seen the number of patients queueing at reception in the mornings reduced to minimal numbers as patients are now recognising how easy it is to book over the telephone.Recruitment We have taken steps to ensure that we have recruited sufficient clinical staff and expertise to offer an excellent level of care for our patients. In addition to being able to draw on the talents of no less than 7 GPs we have bolstered the existing clinical team with the addition of a highly skilled and experienced Clinical Nurse Manager, One of only a handful of Specialist Prescribing Paramedics, a Senior Clinical Pharmacist, as well a dedicated Mental Health Nurse, Diabetic Nurse and a Health and Wellbeing Advisor.Health and Wellbeing AdvisorDeborah Coleman our Health and Wellbeing Advisor can help you with the following:*·***Ensuring you are in touch with the services you need***·***Accessing specialist services and support***·***Befriending, counselling and other support groups***·***Housing, Benefits and financial support and advice***·***Getting involved with groups and activities**Commitment to supporting Mental HealthEldene Surgery is committed to supporting a robust approach to mental health care. To this end we now have a dedicated mental health nurse as well as access to a counsellor. We understand that mental health is as important as physical health and indeed the two are often intrinsically linked.Evening SurgeriesWe currently offer routine evening GP appointments on Tuesdays for those patients who are unable to attend the surgery during core hours. Eldene Surgery is open until 8:30 PM on this day.New WebsiteThe new website for Eldene Surgery is now live and can be reached at [www.eldenesurgery.com](http://www.eldenesurgery.com) As well as providing information that patients may find useful, such as the details of our team at the surgery or how to join the patient participation group and get involved locally. Patients are also able to update contact details, provide feedback via the online friends and family test or reorder prescriptions. NHS Health ChecksThe NHS Health Check programme aims to help prevent heart disease, stroke, diabetes, kidney disease and certain types of dementia. Everyone aged between 40 and 74, who has not already been diagnosed with one of these conditions or have certain risk factors, will be invited (once every five years, starting at the age of 40) to have a check to assess the risk of heart disease, stroke, kidney disease and diabetes and will be given support and advice to help them reduce or manage that risk.If you receive an invite for an NHS Health Check – please take it!Unused MedicationsIf you have any medication you wish to dispose of, please take these to your local pharmacy.Children and Young Person’s ClinicMoredon Medical Centre & Swindon Health CentreThe Children and Young Person’s clinic is for children aged 12 weeks to 18 years and is open seven days per week. A Nurse Practitioner will telephone triage for advice and appointments. The clinic is suitable for same day minor illness and infection *but NOT chronic ongoing problems or injury.* The clinic cannot refer for x-rays or perform blood tests.**PLEASE NOTE: THIS IS NOT A WALK IN CENTRE**Please call 0300 111 0088 from 8am. Patient Participation GroupWe have a supportive group of patients that attend the meetings quarterly to give their thoughts, comments and ideas. If you would like to join the group please contact the Operations Manager swiccg.admin.eldenesurgery@nhs.net |