



## Whitewater Health Newsletter

### Winter 2022 edition

Find us at [www.whitewaterhealth.nhs.uk](http://www.whitewaterhealth.nhs.uk)

Tel: 01256 762125 or 01252 842087



"Providing high quality healthcare,  
in a safe and caring environment."

Hello and welcome to the first edition of the new Whitewater Health newsletter. Packed with information about our practices at Hook and Hartley Wintney, we intend to publish these communications each quarter with the changing seasons to keep you updated on our services and the latest news.

Later in this edition you will find our festive season opening times and information about ordering repeat medication. As Christmas is such a busy time and our practice and some local pharmacies have reduced operating hours, please make sure that any requests for repeat medication required to be ready for collection prior to Christmas are made **BEFORE Wednesday 14th December**. Any requests received after this date cannot be guaranteed for processing prior to Christmas.

We are pleased to announce that we have recruited a new Advanced Nurse Practitioner who joins us in the new year. Maria brings with her a wealth of clinical experience and knowledge and will be a great asset to our existing team of dedicated nurses.

This year has seen the recruitment of 5 new salaried GPs and some new roles including Clinical Pharmacists, paramedic

practitioner, social prescriber, health and wellbeing coach, Nurse Team Administrator and an IT and Telecoms Coordinator as well as additional members to our secretarial and reception teams. These are part of our ongoing efforts to meet patient demand and expectation using every possible source of income and funding available to us.

Our Patient Participation Group (PPG) now has 12 members with an incredible knowledge base and a passion for the local community and the practice. Chaired and Vice Chaired by our wonderful leaders Annette and Tim, the PPG meet regularly with our senior management team and GP Partners. They offer a wide skill mix of expertise and represent a strong cross section of our community with various demographics and backgrounds and members age ranges from as young as 18 to slightly older but equally young at heart.

In December we say goodbye to Dr Claire Harris who is exploring new opportunities. We welcome Dr Hira Gurung to take over her patients with immediate effect.

We hope you enjoy these publications and may we take this opportunity to thank you for your support and ongoing feedback. Our team wish you all a merry Christmas and a happy and healthy new year for 2023.

# Appointment System

## How does it work?

The practice offers both on-the-day GP appointments as well as pre-bookable appointments. The practice has a wide variety of clinical staff and the quickest and most appropriate medical colleague to advise you on your medical query may *not* be your GP. We offer medical care from Advanced Nurse Practitioners, Physiotherapists, Paramedic Practitioners, Clinical Pharmacists, Practice Nurses, Healthcare Assistants, Social Prescribers, Health and Wellbeing Coaches and Mental Health Practitioners.



## Can I get an appointment the same day?

Yes. These are offered from 8am each morning and can be obtained via the telephone service, by booking online via the Patient Access or NHS app (if you are signed up to these services) or by visiting either our Hook or Hartley Wintney site.

## Can I book an appointment in advance?

Yes. These are available up to 4 weeks in advance and can be booked in the same way as our on-the-day appointments including a late evening clinic twice a month.

## What are the different kinds of appointment available?

We offer telephone appointments, face to face appointments or an e-consultation service via our website. From this service you can obtain advice regarding a medical condition or you can choose from several options where you can seek help before contacting your GP practice. **Receptionists will ask you to provide as much information as possible so that they can navigate you to an appointment with the quickest and most appropriate clinician available.**

Appointment demand is increasing. The practice is fully staffed and our services are provided within the restraints of our current resources and GP contract with the NHS.

As a member practice of the Whitewater Loddon Primary Care Network, we work alongside Clift Surgery and Chineham Medical Practice to offer increased services and share resources and staff to offer as many appointments as possible. These services

include both core functions such as physiotherapy and mental health among other services. We work together offering community based services such as the COVID vaccination hub from Basingstoke Town Centre.



**The Basingstoke Town Centre hub has COVID booster jabs still available for walk-in vaccinations for those eligible as well as flu jabs for that aged 12 and over, Monday to Saturday.**

## First Contact Physiotherapists

At Whitewater Health we have a team of First Contact Physiotherapists offering early support for a variety of conditions.

The role of First Contact Physiotherapists (FCPs) in Primary Care is to assess patients with soft tissue, muscle, and joint pain and to decide on the most appropriate management pathway. FCPs are physiotherapists with expertise in the assessment and management of Musculoskeletal (MSK) conditions (for over 16-year-olds). At Whitewater Health the FCP's can firstly assess and where necessary arrange initial investigations or referrals. The team can guide you on early management, request pain relief and liaise with your GP as required.

Below are just some examples of conditions we regularly manage at the surgery:

- All soft tissue injuries, sprains, strains, or sports injuries
- Arthritis—any joint
- Possible problems with muscles, ligaments, tendons, or bone, e.g., tennis elbow, carpal tunnel syndrome, ankle sprains
- Spinal pain including lower back pain, mid-back pain and neck pain
- Spinal-related pain in arms or legs, including nerve symptoms, e.g., pins and needles or numbness



## The Health Hub – Autumn Covid Booster

Basingstoke's Covid Health Hub for the Autumn Booster is

located at:

**The Health Hub**

**Festival Place**

**Basingstoke**

**RG21 7BA**



Vaccines are bookable by appointment only. We no longer offer walk ins during this period. These can be booked by NBS which is available by calling 119 or visiting [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination)

They will be administering both Covid and Flu vaccinations for eligible patients.

Vaccination is also available for those who are housebound – please contact us to arrange this on **01256 762125**. We would ask patients to consider carefully whether they are able to travel to our site, our general practice services are under extreme pressure and the vaccination service is in addition to our normal work.

# We're recruiting!

Whitewater Health

"Providing high quality healthcare, in a safe and caring environment."

It is nearly time for a New Year resolution! Do you want to try a new career and a fresh challenge? Whitewater Health employs around 70 staff and we offer career opportunities within our clinical, administrative and management teams.

We currently have the following vacancies:



- **Multiple receptionist positions with various hours available**
- **Practice Administrator specialising in various functions including summarising patient records**
- **Practice Nurse (registered RGN) with various hours available over both of our practice sites**
- **Advanced Nurse Practitioner for our Duty Team part time or full time**
- **Salaried GP role - part time or full time**

We offer a friendly and fast-paced environment in a busy GP practice with a competitive employment package.

Please contact us for a job description or further details from our Operations Manager at [joanne.clinch1@nhs.net](mailto:joanne.clinch1@nhs.net)

## National GP Patient Survey results 2022

Thank you to all those who took part in the national patient survey this year.

Please see some of our results below:



**89%** find the receptionists at this GP practice helpful

ICS result: 83% | National result: 82%



**95%** felt their needs were met during their last general practice appointment

ICS result: 92% | National result: 91%



**89%** say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

ICS result: 84% | National result: 83%



**88%** were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

ICS result: 90% | National result: 90%

# WORLD AIDS DAY

World AIDS Day takes place on **Thursday 1st December** each year, giving people an opportunity worldwide to unite in the fight against HIV, to show support for people living with HIV and to commemorate those who have died from an AIDS-related illness.

To find more information, visit [www.worldaidsday.org](http://www.worldaidsday.org)

# 5 HIV FACTS

- 1** People on effective HIV treatment can't pass it on  
Effective treatment for HIV suppresses the virus to such low levels that it can't harm you and you can't pass it on.
- 2** HIV can't be passed on through day-to-day contact  
HIV can't be passed on through things like touching, kissing, sharing cutlery or glasses.  
HIV can be passed on through sex without a condom but only if a person is not on effective treatment. It can also be passed on through sharing needles and during pregnancy (but in the UK this is extremely rare because we have great treatment).
- 3** HIV can affect anyone  
Some groups of people are affected by HIV more than others, but it can be passed on to anyone.
- 4** People living with HIV can live long and healthy lives  
There isn't a cure for HIV, but there is excellent treatment. If you are diagnosed in good time and take your medication, you can have as long and healthy a life as everyone else.
- 5** There are many ways to prevent HIV
  - Getting regularly tested for HIV if you are sexually active
  - Taking PrEP or PEP (tablets which prevent HIV either before or just after you've been exposed to it)
  - Using condoms
  - Never sharing needles
  - Taking your medication if you are living with HIV

 **NATIONAL AIDS TRUST**  
Securing rights  
Stopping HIV  
[www.nat.org.uk](http://www.nat.org.uk)

LeaSuwanna,  
living with HIV  
for 19 years



**WORLD AIDS DAY**  
**ROCK THE RIBBON**  
1 DECEMBER 2022

“I Rock the Ribbon because with effective treatment, I'm undetectable and can't pass the virus on”.

Wear a red ribbon to show your support for people living with HIV  
[worldaidsday.org](http://worldaidsday.org)

Created by  **NATIONAL AIDS TRUST**  
Securing rights  
Stopping HIV



## Repeat medication 5 day turnaround

Please be reminded that the practice cannot offer URGENT medication requests.

When travelling or staying away from home, please ensure you allow plenty of time to process your repeat prescriptions.

Please be reminded that when ordering routine repeat medication, to allow 5 clear working days before collection will be ready (stocks permitting). As the first day is assigned for receipt rather than processing and weekends and bank holidays are not included, please allow the following recommended times for medication to be ready for collection thank you:

**Monday to Friday**

**Tuesday to Monday**

**Wednesday to Tuesday**

**Thursday to Wednesday**

**Friday to Thursday**



### One problem for one appointment

Please be aware that your doctor is only able to safely and thoroughly manage ONE problem in a single appointment.



If you have more than one problem we will ask you to prioritise the most important issue, and then book a second appointment for the other issue.

If you have multiple symptoms or problems your GP will clinically prioritise these with you and you will be asked to make a further appointment to discuss other matters.

The practice is very aware there is currently a waiting time of several weeks for a routine appointment. Whitewater Health has successfully recruited 5 new GPs in the last 9 months and we have spent a lot of time ensuring we have enough on-the-day and routine appointments to meet demand.

The NHS remains under significant pressure. General practice is not immune from recruitment issues or the financial pressures of increased operating and staffing costs which face our community and local business colleagues alike. We do the best we can with the resources made available to us and within the constraints of our GP NHS contract.

# Your feedback counts!

## "You said, we did"

The practice receives feedback in a variety of ways including from our Patient Participation Group, national surveys and comments online, via Facebook and other media.



In response we have **listened** and taken action in a variety of ways.

### Suggestions and comments

Better online access

More staff to answer telephones and be visible on reception desks

Be more accessible since the relaxing of COVID restrictions

Direct access to different staff via the telephone system - repeat prescription administrators, secretaries and receptionists

Improved access to home visits for our most vulnerable patients



### Responses and actions

A new website was designed and released in the Summer with online appointment bookings re-opened

6 new members to our Patient Services Team have been recruited

Both sites have fully re-opened with waiting rooms, self check-in monitors and information screens fully operational

A review of our telephone system with options for direct access to staff teams and more lines to improve waiting times for calls to be answered was implemented in July

A dedicated frailty team with two nurses and a paramedic practitioner has allocated extra resources available to support this patient group

# Strep A alert - an NHS update

## Health officials say parents should be aware of an infection called Strep A

People can catch it through close contact and from coughs and sneezes. Outbreaks can sometimes happen in places like schools and care homes.

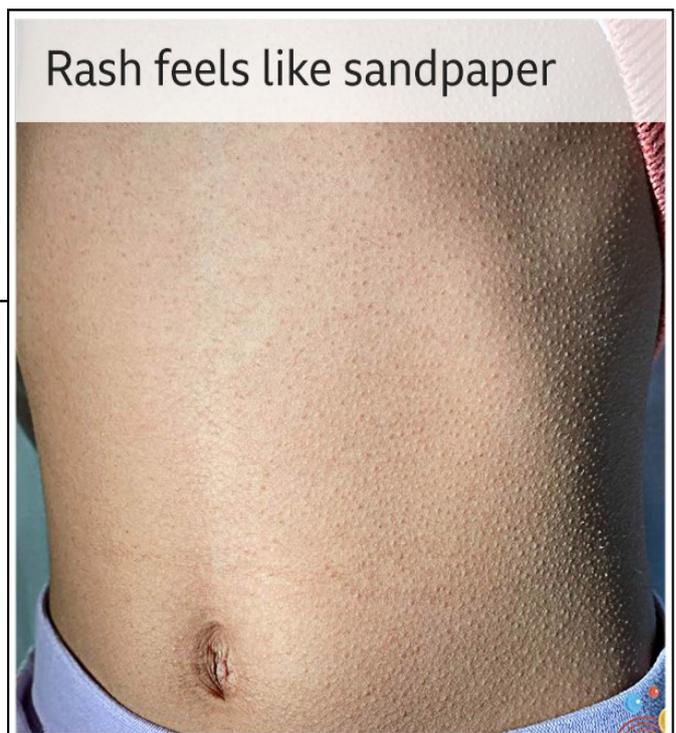
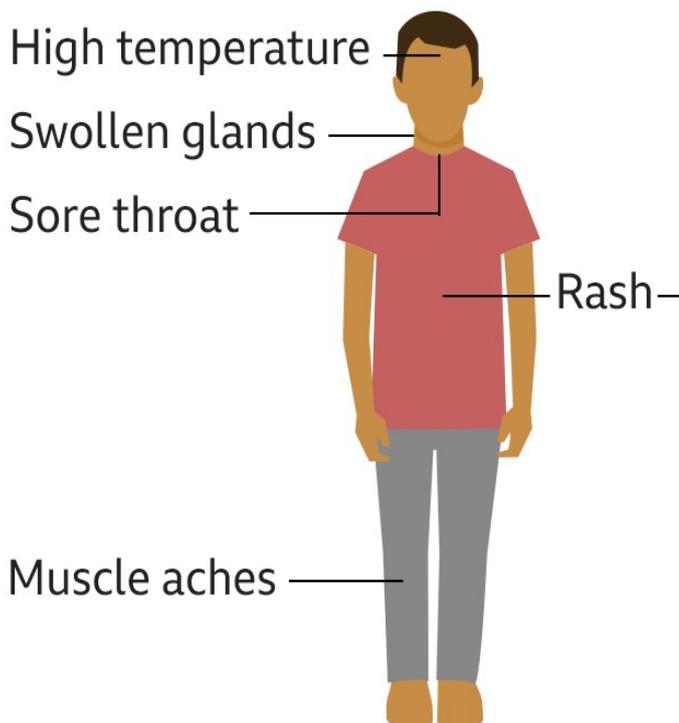
While most people do not get extremely sick, the highly contagious bacteria that causes the infection can cause serious illness and complications.

Many people carry it harmlessly without even knowing, but they can spread it to others who might become ill. It is a bacteria sometimes found in the throat or on the skin.

Since Covid restrictions eased, there are more opportunities for infections like this to spread. Cases have been increasing in recent weeks.

If you or your child become unwell, please contact your GP, 111 or if you need help urgently please dial 999 or seek help from A&E.

## Strep A: What to look for



# CERVICAL CANCER PREVENTION WEEK 23-29 JANUARY 2023

January 23-29th is Cervical Cancer Prevention Week.

There are plenty of resources available to help you look for signs of cervical cancer. Jo's Cervical Cancer Trust page is the official charity page for cervical cancer and on there you can find all the information you need.

Below are a few tips on what you need to look out for, but you can also visit [www.jostrust.org.uk](http://www.jostrust.org.uk)

## Do you know the symptoms of cervical cancer?

The most common symptoms include:



Vaginal bleeding that is unusual for you – after menopause, between regular periods or after sex



Unexplained pain in your lower back or between your hip bones (pelvis)



Pain or discomfort during sex



Changes to vaginal discharge

These symptoms are not usually cervical cancer, but it's important to contact your GP and get them checked out. Don't wait for cervical screening (a smear test).

If your GP asks you to go into the surgery, don't worry – they have measures in place to keep you safe from coronavirus.

For more information or support, call our Helpline on **0808 802 8000** or visit [jostrust.org.uk/symptoms](http://jostrust.org.uk/symptoms)

Jo's cervical cancer trust

Charity Number: 1133942 Scottish Charity Number: SC041236

## Let's talk about cervical cancer

You might know about smear tests. They can stop cervical cancer from ever developing.

You're invited regularly from 25 to 64

You might find going for smear tests hard (especially at the moment).

So make sure you know the symptoms:

- Vaginal bleeding that is unusual for you
- Changes to vaginal discharge
- Pain or discomfort during sex
- Pain in your lower back or pelvis



The earlier cervical cancer is found, the easier it is to treat.



So whether you're up to date with your smear test, are waiting for a test, or have never been, if you have any of these symptoms then call your GP as soon as possible.

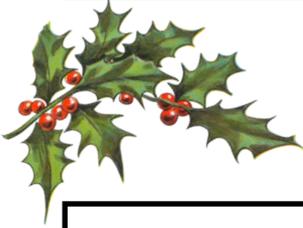
Your GP has measures in place to keep you safe from coronavirus.



For further information and support  
Call our helpline: **0808 802 8000**  
Find us online: [jostrust.org.uk](http://jostrust.org.uk)

Jo's cervical cancer trust

# General Information



## Whitewater Health Opening Hours

Monday to Friday 8:00 - 18:30

**Festive period**

**Bank Holiday**

**Opening Hours**

Friday 23rd Dec - Open

Christmas Eve/Day - Closed

Monday 26th Dec - Closed

Tuesday 27th Dec - Closed

Wednesday 28th Dec - Open

Thursday 29th Dec - Open

Friday 30th Dec - Open

Monday 2nd Jan - Closed

### GP Lists

At Whitewater Health, our 11 GPs carry an allocated list of registered patients each. This is important for clinical continuity and patient stability and helps build working relationships with your doctor. Our list of permanent GPs are as below:

**Dr Andrew Fernando (partner)**

**Dr Sarah Longstaff (partner)**

**Dr Lynne Heathorn (partner)**

**Dr Clair Botting (partner)**

**Dr Fabian Trevelyan**

**Dr Sam Johnson**

**Dr Bhavindra Pathmanathan**

**Dr Amar Sangha**

**Dr Adina Oprea**

**Dr Alex Wazna**

**Dr Hira Gurung**



## Hook and Hartley Wintney Medical Partnership

### Quality Report

The Surgery,  
Reading Road,  
Hook,  
RG27 9ED  
Tel: 01256 762125  
Website: [www.hooksurgery.nhs.uk](http://www.hooksurgery.nhs.uk)

Date of inspection visit: 29 October 2015  
Date of publication: 18/02/2016

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

### Ratings

Overall rating for this service

Good ●

Are services safe?

Good ●

Are services effective?

Good ●

Are services caring?

Good ●

Are services responsive to people's needs?

Good ●

Are services well-led?

Good ●

## Whitewater Pharmacy Opening Hours

Monday to Friday: 07:30 to 22:00

Saturday: 07:30 to 21:30

Sunday: 08:00 to 21:30

Whitewater  
Pharmacy  
Bringing healthcare to life+