



Whitewater Health Newsletter

February 2024

Find us at 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 latest edition of the Whitewater Health newsletter.

We are pleased to announce that we have recruited 4 new GPs to join our team.

Dr Rebecca Le Vay and Dr Ash Bagheri join our team at Hartley Wintney Surgery and Dr Sarah Leaver and Dr Javaria Akhter at Hook Surgery. This will enable us to make new patient lists allocated to these doctors. As part of this process we will be contacting some patients to offer a GP at either of our sites. This is great news as the practice continues to work hard to recruit permanent GPs who can serve our community in the long term.

Our triage process ensures we offer all of our patients the quickest possible access to medical care and in the first instance this may often be a Nurse Practitioner, physiotherapist, clinical pharmacist or a member of our practice nursing team. We have more information on these roles later in the following pages.

Within this edition we also have various information regarding patient feedback from a variety of sources, medical signposting and general updates from the practice.

We thank you all for your patience in November and December while we completed some necessary refurbishments

at Hook Surgery. This included repairs to our waiting room and new hard floors in our downstairs clinic rooms and public areas. We have also installed new poster boards that will display seasonal information.

A key article in this edition centres around the recent updates to the NHS App. In recent weeks it is capable of so much more than ever before and patients can now order repeat medication, see test results, view vaccinations history, allergies and parts of your medical record. Soon you will even be able to use it book appointments directly from your phone or device. We also have details on the Healthier Together App supporting families with children.

You will have seen in the news the launch of the Pharmacy First national initiative - read on for more information about this innovative project that is key to primary care to help us be sustainable for the future.

Our Patient Participation Group (PPG) has been busy over the last few months (as always!) supporting the practice with our winter flu vaccination program, social media presence and an important ongoing project liaising with local pharmacies to make sure our repeat prescription service is as efficient as possible.

As always we thank you all for your support.

The NHS App

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Are you using the new **NHS App** yet?



The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the [Google play](#) or [App store](#). You can also access the same services in a web browser by logging in through the NHS website via www.nhs.uk/nhs-app/about-the-nhs-app

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England.

Using the App means you can have easier and faster access to medical information 24 hours a day and you can arrange repeat medication without having to contact the practice.

You even now have the ability to even book appointments directly via the app!

With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- book and manage appointments
- view your GP health record to see information like your allergies and medicines and test results
- book and manage COVID-19 vaccinations
- register your organ donation decision
- choose how the NHS uses your data
- view your NHS number ([find out what your NHS number is](#))
- use NHS 111 online to answer questions and get instant advice or medical help near you

Do more with the NHS App!



Healthier Together App

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Improving the quality of care for pregnant women, children and young people in Wessex



Healthier Together

Improving the health of children and young people
in Dorset, Hampshire and the Isle of Wight

It can be extremely stressful when you or your child is unwell. We know that there is a huge amount of information available at your fingertips, but finding something that provides clear and accurate information is not always easy!

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.

Most importantly, the resources are used not only by parents but also by healthcare professionals. This means that you will receive consistently high quality care, irrespective of which healthcare provider you take them to see as their advice is likely to mirror that on the Healthier Together website. Reducing unnecessary variation between professionals improves the overall quality of care and reduces the anxiety that inconsistent advice can generate.

The programme has also been rolled out across many other parts of the UK and is currently supporting nearly 5 million children and young people.



Whitewater Health is receiving lots of positive feedback from our patients who have used this service - sometimes with immediate support that has helped secure both routine and emergency care.

Find us online to download the app today at

www.what0-18.nhs.uk

"BRILLIANT. Simple, reassuring and helpful. THANK YOU"

**"It's like a mini doctor for you at home.
That's how it is, that's how I see it!"**

Repeat medication turnaround times

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.

When ordering routine repeat medication, please allow 3 clear working days for the practice to issue a prescription request to a pharmacy. 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



Appointments Appointments!

The practice is very aware that our patients can get frustrated at not getting an appointment as easily as they would like.

Put simply - demand outstrips supply.

We have recruited various clinical colleagues to support our GPs who often have appointments available far sooner than the GP team. If any of these medical staff feel that they need advice from your GP then arrangements will be made for you accordingly.

These 'additional roles' staff can help you more quickly and can also usually prescribe medication if required.

111 - one one one

Once our appointment books are full, NHS guidelines require us to ask patients to contact 111. Indeed, they have access to dedicated appointments at the practice which only the 111 team can book, but again once full, we suggest patients are seen in pharmacies or wait for an appointment on another day, or attend A&E if urgent.

We want to offer enough appointments to meet demand. We often have nurse practitioner appointments and slots with a GP available later in the afternoons; calling at 8am is our busiest time and not all of our slots are available when we first open. So calling us later in the day is often the best way to obtain an on-the-day appointment.

Facts and Figures

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(Sources Wessex LMC January 2023 & BMA 23/11/22)

Whitewater Health is situated in the Wessex Local Medical Committee area. They represent and support general practices by region in the UK. The British Medical Association is also a national organisation providing guidance and structure to general practice and indeed to all doctors across the country.

Both of these organisations are working hard to protect general practice. Since 2015, general practice has lost the equivalent of more than 1,900 full time GPs. This comes at a time when over 31 million appointments took place in general practice in November 2022, 15% more than the same month in 2019. These figures are even higher now.

GPs are leaving the profession or reducing their hours due to the pressures of workload and financial stresses on general practice.

If we continue to see such a mass exodus of GPs and the reasons for this continue to be ignored and misunderstood, the UK faces a point where there are simply no GPs. This is what happened in France with now over 8 million patients without access to a family doctor at all in so-called 'medical deserts'.

Put simply, there needs to be investment in general practice. This is what patients want. This is what GPs want.

Yet the numbers continue to make bleak reading. In addition to the reduced workforce listed above, on average each GP practice has 2,222 more patients in July 2022 than they had registered in 2015. Again this number is higher now, 18 months later. This is enough patients for a full time GP now being shared out in practices with less GPs than they had in 2015 as a national average.

GP practices are currently offering 1 million appointments in the UK every day.

To protect this resource, practices are sometimes having to make priorities in their



processes to preserve patient care. For many years general practice has operated on goodwill from staff and our financial resources. Patients have

become used to accessing things such as ear syringing, travel vaccinations and minor procedures taking place at their GP surgery. Many practices are withdrawing these services and advising patients to source private care or referring to hospitals thus causing further demand in an already overwhelmed system.

Alongside these changes, some patients are becoming more frustrated. Significant increases in staff abuse is being reported to various NHS authorities and advice is being given to patients on how to complain more easily. This further presents challenges for general practice to retain staff in reception, nursing and administrative teams who become exhausted and overwhelmed by negative treatment towards them affecting their wellbeing.

The NHS, GP Practices and patients need to work together to protect our medical services - which are the envy of the world and have been for almost 70 years.

On a local level we ask all of our patients to remember that resources are limited. Funding has reduced. Staff are hard to recruit.

Whitewater Health is not immune from these pressures and yet we have recruited staff, more GPs, additional roles experts and engaged with all of the services within this newsletter and more in order to maximise our appointments to meet patient expectations.

Thank you for always being kind to us and please be patient when even our own team are sometimes tripped up by bureaucracy or funding, workload or internal processes. Nothing is insurmountable and if things do go wrong, patience and calm is key to resolving any problems. **Thank you.**



think measles

It's not just a kids'
problem

Teenagers, young adults and anyone
who has missed their MMR
vaccination can get measles.

Symptoms such as:

- high fever
- rash – sometimes
starting around the ears
- sore red eyes
- cough
- aching and feeling unwell

**Remember, if it could be measles – they
need to be in an area where they cannot pass
the infection to vulnerable patients such as the
immunocompromised and pregnant women.**

For more information go to
www.nhs.uk/vaccinations



Helping to protect everyone, at every age

For many years Whitewater Health has offered a regular evening clinic specialising in women's' health. This involves consultant and GP-led care supported by an ultra-sonographer using our own scanning machine as required.

To ensure we can offer the best possible service, we need the latest equipment. In 2023 the practice received some funding from the Rotary Club of Odiham & Hook to purchase a new electronically adjustable medical couch (pictured below with Alison Harris, President of the Odiham and Hook Rotary Club). This is used constantly for various clinics involving gynaecology, treatment room functions and other medical procedures. To further enhance the treatments available, the Rotary club also supported the purchase of two specialist mobile medical lamps that can be used in different rooms for various processes.

The Odiham & Hook Rotary club President, Alison, said of the new purchase: "we are thrilled to have been able to support the practice with this new equipment. Supporting so many patients with such a variety of treatments directly supports our community in so many ways".

Whitewater Health GP Partner Dr Lynne Heathorn commented: "We thank the Rotary for their support with these purchases. Such additional funds allow us to have access to equipment that would otherwise be beyond our reach. We also thank the Rotary for all of the work they do locally".

If you're interested in joining the Rotary Club of Odiham & Hook, to use your time, talents, skills and energy to improve the lives of people in your local community, make new friends and have a great deal of fun in the process, we would love to hear from you (contact the president at Alisonlharris@hotmail.co.uk). We welcome everyone, the only requirement being enthusiasm!

We support the running of village activities in Odiham and Hook such as the Hook Fun Run, the village fetes and of course Santa's grotto and sleigh at Christmas. We are also a charity, raising funds to help our local community and wider charitable causes. We have funded projects in our local schools and supported families in need in the area.

Being an international organisation, we also have people on the ground to provide help where it is needed e.g., through local projects in Ukraine and neighbouring countries and we work with charities such as ShelterBox to help bring relief to disaster areas. If you are not able to join us as members but would like to support our work, please use the link www.justgiving.com/odihamandhookrotaryclub



Additional Roles at Whitewater

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Several months ago Whitewater Health received a visit from our local MP, Mr Ranil Jayawardena.

Mr Jayawardena met with the GP Partners, Managers and the Chair of our Patient Participation Group at Whitewater Health to discuss capacity and access to medical appointments and patient expectations of the services of GP practices in our area.

Mr Jayawardena agreed that Whitewater Health was performing well and was assured our team offered fair access to medical appointments across our facilities using the resources available to us. He felt our team were pathfinders for the modern NHS agenda.

Mr Jayawardena discussed the "Additional Roles" scheme. This allows practices to employ other Health Care Professionals to work alongside doctors and nurses as part of the Primary Care Team, offering a wide range of Healthcare Practitioners providing expert care for patients. Such new roles at Whitewater Health include: Clinical Pharmacists, Paramedic Practitioners, Social Prescribers, Health and Wellbeing Coach, Physiotherapists (First Contact Practitioners) and Care Co-ordinators.

He met with some of these colleagues individually - please see the summaries below or visit our website www.whitewaterhealth.nhs.uk to see the videos of these conversations which explain the roles and what they can do to support our patients quickly and efficiently. By expanding our team in this way, we can also offer more GP capacity for those who need access to doctor-led care. Please do watch these videos as our Reception Team will offer you appointments with these practitioners when appropriate. These roles will increase our appointment numbers by hundreds each week and are already proving to be a highly valuable resource to our service.

May we take this opportunity to thank Mr Jayawardena and his team for his support.



Pictured left to right back to front: Caroline Nurse Manager-Dr Heathorn-Jackie Frailty Nurse-
MP Mr Jayawardena-Dr Fernando-Irfan Pharmacist-James Business Manager-Shannu Health & Wellbeing Coach
Nicky Physiotherapist-Annette PPG Chair-Rebecca Reception Manager



Our Additional Roles colleagues Who are they and what do they do?

Rob our Paramedic Practitioner joined us over a year ago. He spends some of his time in clinic seeing on-the-day patients as well as routine appointments, while also offering resources to our Frailty Team doing home visits and regular clinics in local residential and nursing homes. Ben can prescribe and has experience with minor injuries to more serious conditions such as asthma or medical emergencies.

Additional Roles at Whitewater

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We have two physiotherapists, Leesa and Nicky who offer on-the-day and routine appointments. They can diagnose, assess, and treat a range of complex muscles and joint conditions such as arthritis and back pain without needing hospital care. They can also arrange access to further treatment, investigations and specialists when needed. Highly skilled and easily accessible - we offer appointments with these colleagues every day.

Our social prescriber and health and wellbeing coach helps patients manage their social, emotional and physical wellbeing by connecting them to local groups and services that can offer practical support. This includes volunteering, physical activities, sports groups and even debt management and housing advice.



Shannu also helps patients manage their own health conditions by developing their knowledge, skills and confidence in dealing with the issue to prevent long term illness or it getting worse and harder to manage. Often lifestyle, diet and exercise advice is key for our patients to adapt and control their symptoms.



Sai and Mittal are our clinical pharmacists. They are experts in medicines who help patients to stay as well as possible by supporting those with long term conditions such as asthma, diabetes and high blood pressure. They support patients taking long term and multiple medications to make sure their medicines are working and that any adjustments are made as required.

Whitewater Health has a team of care co-ordinators who undertake various roles. They ensure patients and carers are connected to the right services or professionals at the right time in both health and social care arenas. They can help people manage their own needs, prepare them for upcoming appointments, monitor their health and respond to any changes. Patients include those receiving cancer care, palliative care, residential care, carers at home, dementia care and more.



These additional roles have created around 300 extra appointments per week. Previously these patients would all have been seen by GPs, thus giving better access to the senior medical team for complex conditions and urgent care. Support with home visits and care homes, long term conditions and prescribing means Whitewater Health can offer the best possible service and allows our team to concentrate their time and expertise with improved efficiency and availability.

Your feedback counts!

National NHS GP Patient Survey results 2023

Thank you to all those who took part in the national patient survey this year. 261 surveys were selected at random from the national process with 107 surveys (41%) completed. Please see some of our results below.

The good news:

- Percentage of patients who find the reception team helpful - **86%**
- Percentage of patients who say the healthcare professional they spoke to was good at listening to them - **84%**
- Percentage of patients who had trust and confidence in the healthcare professional they saw - **97%**

The challenges:

- Percentage of patients who find it easy to get through on the telephone - **23%**
- Percentage of patients offered a choice of appointments - **50%**
- Percentage of patients who describe their experience of making an appointment as good - **49%**

As you will read in this newsletter, the practice is trying various ways to meet the expectations of our patients. We have introduced new roles, created hundreds of more appointments each week, recruited GPs and reception staff and are encouraging as many patients as possible to use the NHS App and other online services to reduce the pressure on our telephone system. We are doing everything we can with the resources available to offer our patients the best possible service.

We have involved our Patient Participation Group in reviewing patient feedback and have met with our local MP and both parish councils that represent the local communities of our practices.

Communication is key and discussing the pressures on our service while also highlighting the actions we are taking to sustain our service has had a positive impact on our patients and staff over the past year.



Your feedback counts!

Communication is key

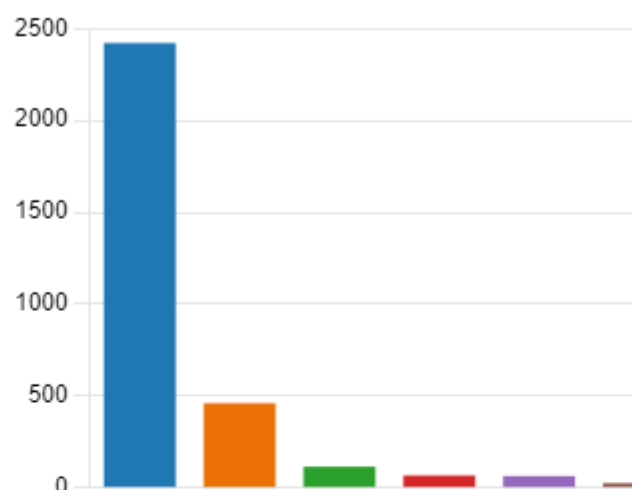
Since June 2023, we have received 3,157 comments on our 'Friends and Family Test'. This is an electronic survey sent to patients soon after they have used our service to gain feedback on their recent experience. Here are some of the responses and actions that this process has facilitated:



1. Overall, how was your experience of our service?

[More Details](#)

Very good	2421
Good	461
Neither good nor poor	116
Poor	68
Very Poor	65
Don't know	26



YOU SAID

Please offer more appointments

Refurbish carpets and décor

Make the reception desk more welcoming

Appointments running to time please

WE DID

We've recruited 7 new GPs, 2 new nurses and various other additional clinical roles

New floors installed in downstairs clinical and public areas and full redecoration at Hook December 2023

Both sites have had the COVID screens removed & staff training has been reviewed

In summer 2023 we changed our appointment system to reduce delays

We will continue to review the data in more detail and make changes where possible if the feedback is constructive and within our resources to make improvements. Equally if things cannot change, we will identify areas where improved communication to our patients and service users is needed.

Pharmacy First Initiative

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7 conditions that your local pharmacist can now treat

(Sources: www.nhsbsa.nhs.uk & BBC News 01-02-2024)

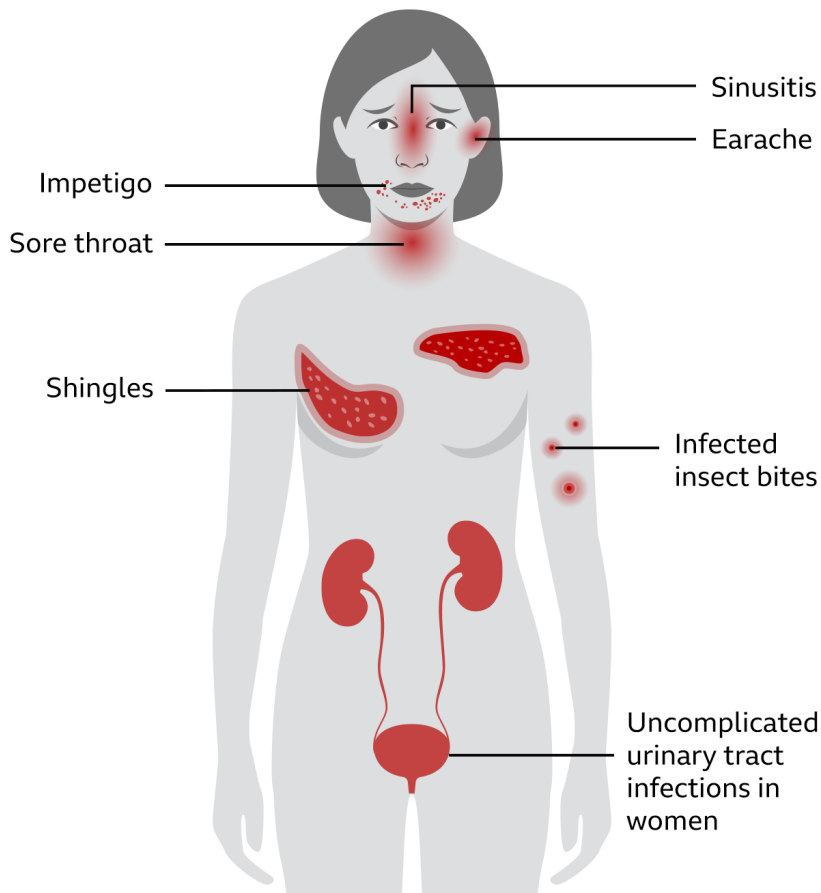
With immediate effect, patients with seven common ailments such as sore throat and earache can go into a chemist to be assessed by a pharmacist, rather than making an appointment with their GP.

Under the **Pharmacy First** scheme, pharmacists in England can carry out consultations and issue antibiotics when appropriate. The aim is to make it easier for people to get the help they need and free up to possibly 10 million of GP appointments each year.

What can pharmacists supply medicines for now?

- sore throat
- earache
- sinusitis
- impetigo
- shingles
- infected insect bites
- uncomplicated UTIs for women

Patients can access the new service by walking straight into a chemist. They can also be referred by NHS 111, urgent treatment centres, emergency departments or their GP. Those who are not registered with a GP can still access the service. If one of the seven conditions is diagnosed, pharmacists can give medicines to patients rather than sending them back to their GP. Patients who need more specialist or follow-up care will be referred onwards.



Source: NHS England

BBC

What happens at a consultation?

The pharmacist will ask about symptoms and possibly about any previous medical issues. They may ask for consent to check the patient's health record if they can access it.

For some conditions, the pharmacist may perform an examination - for example of a patient's ear. This allows them to recommend the best course of action for each patient, which could include a treatment bought over the counter such as a cream or ointment, a restricted set of prescription-only medicines or advice that the issue will go away on its own. The consultation will be noted and shared with GPs to add to the patient's record.

If urgent care is required patients must always contact 111 or 999 or attend their local Accident and Emergency department. For complex routine and on-the-day care, do contact your GP Practice or telephone 111 for advice.

General Information

Whitewater Health

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Whitewater Health Opening Hours

Monday to Friday 8:00 - 18:30

**Ask about our extended access appointments
in the evening and on Saturdays**

GP Lists

At Whitewater Health, our 12 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 Lynne Heathorn (partner)

Dr Clair Botting (partner)

Dr Fabian Trevelyan

Dr Amar Sangha

Dr Alex Wazna

Dr Hira Gurung

Dr Eleanor Jones

Dr Rebecca Le Vay

Dr Ash Bagheri

Dr Sarah Leaver

Dr Javaria Akhter

Dr Yasmin Ball



Hook and Hartley Wintney Medical Partnership

Quality Report

The Surgery,
Reading Road,
Hook,
RG27 9ED
Tel: 01256 762125
Website: 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 Saturday: 09:00 to 21:00

Sunday: 08:00 to 21:30

Closed daily 1pm to 2pm

**Whitewater
Pharmacy**
Bringing healthcare to life

- Get a free blood pressure test
- It only takes 10 minutes. It could save your life.
- High blood pressure can cause strokes, heart attacks, kidney disease & dementia
- You can get a free blood pressure test in your pharmacy or at your GP practice
- Or buy a machine to test yourself at home.
- There are usually no symptoms for high blood pressure.
- 1 in 4 adults has high blood pressure.



THERE ARE USUALLY NO SYMPTOMS FOR HIGH BLOOD PRESSURE



High blood pressure affects 1 in 4 adults and can cause heart attacks, strokes, kidney disease and dementia.

Don't wait until it's too late.
Get a free blood pressure check.



To find out more search '**healthy hearts Hampshire**'