**WHITE HOUSE FARM MEDICAL CENTRE**

**April 2019 NEWSLETTER**

Welcome to our first Practice newsletter of 2019. It is a quite a while since the last newsletter produced by the Practice and as you may or may not know there have been a few significant changes at the Practice.

**STAFFING CHANGES**

Mrs Eleanor Haywood joined the Practice as our Nurse Practitioner in October of last year so we welcome her to the team. We still occasionally have the locum Nurse Practitioner, Diane Saddington at the Practice to provide cover for holidays etc,. Nurse practitioners play a very active role in the Practice. They are able to deal with most of the problems a GP would be able to deal with as long as they are acute or new problems. They are not trained in specific chronic disease management unlike our other nurses and are also not able to issue sick notes. They are, however, able to order tests and investigations, issue prescriptions and examine patients as a GP would. They do not perform any treatment room work like dressings, ear syringing and blood tests like our other nurses and health care assistants do.

Ellie is very experienced so please be prepared to give her a try when you next need an appointment.

We are still actively looking for a GP to replace Dr Bennekers but unfortunately GP recruitment is difficult throughout the whole of the country. We must assure patients that we have their best care at heart and currently have a good clinical team with Ellie working alongside Dr Dahanayake and Dr Suman.

We have a good network of locum staff and we are trying our best to keep the same locums wherever possible as we know that this is something patients are keen to see rather than a different face each time they visit the surgery. We will of course let you know as soon as a successor is appointed.

**PATIENT PARTICIPATION GROUP**  We are aware that there has not been a patient group meeting for quite a while but are hoping to re-start the meetings shortly.

We would be grateful if all existing members could get in touch with us to confirm that they are still willing to attend meetings but we would also welcome new members to the group so please get in touch with us if you wish to join the group. Members of all age groups are welcome as the wider the age group range the better as it gives us the opportunity to discuss things that matter to all ages.

Please contact Kim the Practice Manager to enquire about the Patient Group as it is essential that this group gets back together this year. As mentioned we welcome new members of any age.

**APPOINTMENT DNA’S** Unfortunately this remains an ongoing problem. We would like to stress that if you are unable to attend your appointment please let us know as soon as you possibly can so that we are able to offer your appointment to someone else. It is frustrating for both staff and patients alike. For staff it is a waste of their precious time and for patients needing an appointment but cannot get one as we have none spare. Please be mindful that one day you may be one of those patients!

**IMPORTANT DATES 2019/2020** The Practice will be closed on:

Friday 19th April and Monday 22nd April for the Easter Break Monday 6th May – May Day Bank Holiday Monday 27th May – Spring Bank Holiday Monday 26th August – Summer Bank Holiday Wednesday December 25th, Thursday 26th December – Christmas Holidays Wednesday 1st January 2020 – New Year’s Day

The Practice will also close at 12pm on the following Wednesdays for ‘Target’ and staff training days:

 **2019** April 10th  May 15th June 19th & 26th  July 10th September 11th & 18th October 16th November 20th & 27th

**2020**  January 15th February 12th March 11th & 18th

If any of these dates change then we will be sure to update you.

We would like to wish all our Patients a very Happy Easter

