

NEWSLETTER



From The Godstone Pond Tail Surgery Patient Participation Group

ISSUE 6, May 2024



Surgery Overview

Permanent GP's::

Dr Penny Geer (Thursday)

Dr Emma Linnard (Monday AM, Tuesday AM, Wednesday)

Dr Edward Tang (Wednesday and Friday)

Dr Akudo Umeh (Monday, Tuesday, Thursday, Friday)

Dr Khadija Ali (Monday and Tuesday)

Current Clinical staff: 2 Advanced Nurse Practitioners,
2 Practice Nurses 2 Healthcare Assistants and
1 Pharmacist.

We also offer appointments with a First Contact
Physiotherapist and a Mental Health Practitioner

The 'Pharmacy First' service

In common with other local pharmacies, our Godstone pharmacy has been offering the walk-in 'Pharmacy First Service' for those experiencing common ailments, such as earache, sore throat, sinusitis, impetigo, shingles, infected insect bites, and uncomplicated urinary tract infections in women.

Clearly this is working well, with the benefit both that we can be seen more quickly for minor ailments, and that GP appointments are freed up for more serious conditions.

For example, in April some 60 patients were seen at the Godstone Pharmacy, and either offered treatment or referred on to the Surgery for cases that needed escalation for further assessment, depending on their condition. It should be stressed that the pharmacists will refer patients to the GPs if they feel this is necessary.

This patient was referred by the GP to the Pharmacy: "I was referred for a consultation by the GP, feeling pretty unwell. The pharmacist was professional, reassuring and thorough in her examination. I left feeling confident in my treatment and happier all round. Great and personable service."

Updates to the NHS Website

The NHS Website has recently been substantially revamped, with the objective of addressing much of the feedback received from both patients and surgery teams on the previous website. It is intended to be more compliant with the NHS design and accessibility principles and standards. A recent update now includes the new **Surgery Feedback Form**. The website will continue to undergo continuous updates, as new content is brought up to date and additional services are included.

Recent key developments include updated navigation for the Appointment pages, to make it easier to request appointments and improving navigation to the Admin forms, including getting direct links to various forms, and adding 'Pharmacy First' information.

ABUSE IS NOT IN A DAY'S WORK



We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.

Pond Tail Surgery's privacy, social media and Zero Tolerance policies can all be found on the Surgery's website here:

<https://www.pondtailsurgery.nhs.uk/information/our-policies/>

More updates to the NHS App

The **NHS App** has been redesigned to make it easier for patients to find the services and activities they need in the App, which means greater control over your healthcare. Some services have also been moved within the NHS App.

Key design changes include: 1 The home page is more streamlined, 2 Navigation has been simplified to make it more intuitive and 3 The language is clearer for patients. The **NHS App now shows secondary care** in the following manner: 1 Mean or average waiting time for patients referred into a speciality at NHS acute trusts 2 Patients will understand how long they are expected to wait, and better manage the number of calls and visits into primary and secondary care.

The **NHS App Home Page** now includes a personalised greeting and quick links to key App features. The header takes you to the newly updated help, support and account settings; the footer provides access to new 'hub' pages; and finally a new campaign box, that will change from time to time.

The **NHS App footer** (blue bar across the bottom of the screen) contains icons that take you to the four new 'hub' pages: 1 Home, 2 Services, 3 Your Health, 4 Messages. **Services** include repeat prescriptions, contact your GP (online consultation form), GP appointments, 111 Online, Find NHS Services near you, and more. **Your Health** now includes your GP health record, prescriptions, appointments, test results, your Covid 19 vaccine record, and more.

Community Health Champions

Working with the Community Health Champions for South Tandridge, Pondtail Surgery has produced a very useful booklet for us all, which is available at reception in the Surgery. It's designed to help patients discover some of the local community services that might be of use to them.

For example those of us who don't drive can find the details of the East Surrey Rural Transport Partnership, very useful when you live somewhere with a limited or no local bus service. Another section is about keeping as fit and well as possible, with information about the Freedom and Leisure programme in Tandridge, and what facilities are on offer at the YMCA Centre in Redhill. Some of the local clubs are also listed, including the Bay Pond Anglers, the Bowls Club and more. For all the clubs listed there is the name and phone number of who to contact in the club, if you would like to find out more.

There are sections on Socialising and Companionship, one for Mums, Dads and babies, organisations offering support for those who are unpaid carers, and a service to combat digital exclusion. To quote from the leaflet - 'Life can get us all down at times, never be afraid to ask for help.' Local services providing free Mental Health Services are also listed.

Godstone Quarry Development and the new Medical Centre

Tandridge Council has now approved Ashill Development's application for development of 150 new homes on the Godstone Quarry site. Included in this application is the construction of a **new medical centre** and a new public car park. The application would now normally be given a final review by the Secretary of State but this has been deemed unnecessary, so now the application is in the final phase of negotiations for various special conditions (so-called Section 106 conditions). These will cover such things as the requirement to finish the shell construction of the medical centre before a certain proportion of the houses are finished. Once complete, Dorking Health Care (the current operators of Pond Tail Surgery) will then take over operation of the new medical centre as soon as the building has been fully fitted out. It is envisaged that, with luck, building will commence during the latter part of the year.