

# NEWSLETTER



From The Godstone Pond Tail Surgery & Patient Participation Group

ISSUE 2, December 2022

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## Extended Access Surgeries

Pond Tail now offer late night surgeries every Thursday evening and on one Saturday in every 10. These appointments take place at Pond Tail and can be booked in advance.

## Access to medical records

Patients can now view their future medical record through their **NHS App**.

## Checking prescription status

The Surgery is receiving a lot of calls checking on the status of prescriptions. This can be done easily via the **NHS App**, and will show as "Approved by GP" when it has been sent to your nominated pharmacy.

## Update from the Surgery December 2022

There have been lots of changes afoot at Pond Tail Surgery in the last quarter of 2022, some of which I am pleased to be able to share with you.

### New Staff

The Surgery have had a number of new staff members join the surgery recently....

Fran Lemanska – Practice Manager - Fran is the new Practice Manager. Fran joins from a surgery elsewhere in Surrey and brings 11 years of General Practice experience. She is looking forward to improving the services offered to the patients by increasing accessibility and by the recruitment of permanent healthcare professionals to compliment the team.

Jenny Williams – Deputy Practice Manager. Jenny has worked previously at a GP Partnership in Surrey and Sussex and prior to that in practices up in Scotland. She is excited to bring her enthusiasm for Primary Care to make some positive changes for the staff and patients at Pond Tail.

Dr Penny Geer - Lead GP (2 surgery sessions per week). Dr Geer was previously a GP Partner in Surrey and Sussex for 19 years and also teaches at Brighton Medical School. As a GP, Penny is interested in all areas of clinical medicine, but particularly in how organisational processes impact the patient pathway, managing change and clinical leadership.

### New Phone System

Thank you all for your patience, whilst the Surgery have had a new phone system installed. They are now able to collect data such as volume of calls and call trends, which will help them plan services more effectively. They have also made some changes to how the reception and admin team operate, so that they can answer calls more efficiently. The telephone system allows patients the opportunity to opt for a call back, rather than waiting in a call queue to speak to one of the reception team.

### Recruitment

Recruitment of permanent salaried GPs has been the top priority for Pond Tail. They are having some positive discussions with candidates and will hopefully be able to provide some exciting news in the next newsletter.

They are also are in the process of recruiting a new Advanced Nurse Practitioner, Care Coordinator and are expanding the admin team.

# Do you need a Wellbeing Prescription?

## What do we offer?

- ◆ Free support and advice for East Surrey adults to help improve health & Wellbeing.
- ◆ Appointments available face to face, by phone or video call.
- ◆ Signposted or referred to local or national services.

## We can help you connect with local services to:

- ◆ Be healthier / Get active / Lose weight / Eat well.
- ◆ Meet new people/ Engage with the local community.
- ◆ Manage worry, stress and low mood.
- ◆ Remain independent at home / Support carers.
- ◆ Access financial and housing support.

*And much more...*

For more information or to book an appointment, please contact us via one of the following options:

Website: [www.wellbeingprescription.org](http://www.wellbeingprescription.org)

Phone: 01883 732787

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## Some useful links to online services

Advice for parents including self-care of minor illness – Also available as an App “Healthier Together”:  
<https://what0-18.nhs.uk/>

Helping people take care of themselves - also available as an App “Healthinote”:  
<https://www.selfcareforum.org/fact-sheets/>

An explanation for why you can't get a prescription for an over-the-counter medicine:  
<https://www.nhs.uk/common-health-questions/medicines/why-cant-i-get-prescription-over-counter-medicine/>

Opportunity to become involved in local healthcare consultations:  
<https://www.surreyheartlands.org/how-you-can-get-involved>

Supported by the Health and Wellbeing Board, this website helps you find self-care information, as well as signposting to local services available to you as a Surrey resident:  
<https://www.healthysurrey.org.uk/>

You don't need a referral for most of these – you can book an appointment yourself. Why not give it a go and make a change today?

We support the county's residents to lose weight and become smoke free. We can help you get back on track to a healthier you and support you to make simple changes towards a longer and happier life: <https://oneyousurrey.org.uk/>

Self-care exercises and physio self-referral: <https://www.firstcommunityhealthcare.co.uk/what-we-do/community-and-outpatient-services/physiotherapy>

Mental health -

For online typed cognitive behavioural therapy (CBT): <https://www.iesohealth.com/>

Self-referral for talking therapy: <https://dhctalkingtherapies.co.uk/>

## Christmas at Pond Tail Surgery

The surgery will be shut on Monday 26th & Tuesday 27th of December and Monday 2nd of January. Please ensure you have ordered enough medication to see you through this period of closure.

We would like to wish all patients a very Merry Christmas and happy New Year.