

Elmwood Medical Centre

a positive difference, every time

DECEMBER 2022



Lauren Halpin,

operations manager



Hello and a festive welcome to the December edition of Elmwood Medical Centre's newsletter. I am delighted to introduce myself as the new operations manager. I started at the practice on 23rd November and have received a warm welcome from staff and patients alike. Iain McKinley and I will be jointly managing the practice so please don't hesitate to contact either one of us should you have any queries or patient feedback.

My background is mainly within health, fitness and wellbeing. For 17 years I worked for Active Tameside in a variety of roles. I started out teaching and coaching both adults and children in predominantly health and fitness-based activities, encouraging everyone in the wider community to commit to improving their health and wellbeing, both physically and mentally. From here I moved into business management and accounts before finally settling in operations management.

During the pandemic, I, like many others felt a little stir crazy so it was during this time I began to look back at my personal portfolio and professional development. My mental health, like so many others took a bit of a downward turn; this spurred me on to enrol in a Mental Health First Aider course so I could assist both my colleagues and our customers in the return to normal operations.

Alongside this I started working closely with our local primary care network and identified buildings, which we could transform into vaccination clinics. This required careful organisational planning between us, the local council and the NHS.

Ultimately, with all of the above combined, this led me to explore a career change. I was keen to utilise my

skills and experience gained across many roles, which then shifted my focus to primary care. During many searches I stumbled across *gtd healthcare*. The role at Elmwood fell in-line with my current experience but was presenting a new challenge and focus – namely the wellbeing of patients and excellent patient care. This, combined with the ethos of the organisation, fitted well with my own values and beliefs, and the rest as they say, is history!

As a new member of the team at Elmwood I have spent my first few weeks familiarising myself with the practice, building relationship with the team and talking to patients. I have based myself out of the office observing and shadowing both our clinical and non-clinical team (some of you may have seen me in your consultations, thank you for allowing me to observe) to further my understanding.

Between myself and Iain, we are playing to our key strengths and devising an action plan to ultimately enable us to become the best practice in Buxton. My immediate focus for the coming weeks and into the new year will be around patient access, covering telephone systems, social media, website and signposting to local services. I have reviewed our telephone system and made some small changes to support patients with contacting us. This is still under review with further enhancements to follow.

I look forward to meeting with as many patients as possible.

Best wishes,
Lauren Halpin
Operations manager

Patient participation group

We have received a fantastic response to our patient participation group. The next meeting will be held at the practice on Wednesday, 11 January, between 6pm and 8pm. If you wish to join our patient participation group, please email the practice via elmwoodsurgery.admin@nhs.net or speak with the reception team.

Open morning!

Thank you to everyone who called into the practice's open morning on Saturday, 26 November. It was fantastic to see so many of you in person. We received excellent feedback from patients who really appreciated the opportunity to meet with members of the team including Dr Peel, Iain, operations manager, nursing team, members of the administration team and staff within *gtd healthcare* who support the practice. Also, patients expressed their gratitude for being given the opportunity to have a weekend flu/COVID-19 jab and a health check. The team has discussed the success of the morning and agreed to organise further events in 2023. Further information about the spring event is available below.

We did:
We have released pre-bookable routine online appointments with GPs up to one month in advance-these have already been welcomed by patients. We hope to release more pre-bookable routine appointments in the new year to help with congestion on the telephone lines for those who need urgent, on-the day appointments.

You said:
Please can we have access to more routine appointments?

We did:
Patients who are 75-years-old or over have been re-assigned a named GP. Letters have been issued to advise those patients of their named GP, which will be either Dr Anwer or Dr Peel.

You said:
I'm over 75-years-old - do I have a named GP?



We did:
We are planning a digital surgery with Iain and Lauren in the new year to provide support on digital apps for patients.

You said:
We do not know how to use the NHS app.

We did:
We are planning a spring health check event. Further further details will follow in later editions of the newsletter.

You said:
We would like more events like the drop-in morning in the future and with the community.

We did:
We are reviewing ways in which patients can contact the practice and the messages delivered to patients on the telephone lines.

You said:
There aren't any suitable options on the practice's telephone message to support patients once appointments have been taken for the day.



We did:
We have created a structure chart, which will be shared with patients in the new year.

You said:
We would like to understand the staffing structure at the practice.

Your feedback is extremely important to us and we are striving to provide our patients with the best possible care.

Practice and pharmacy opening hours over the festive period

Practice closures: 26 and 27 December and 2 January.

Our opening times remain the same on other days. Please contact NHS 111 during our practice closures or for a life threatening medical emergency, please dial 999.

Pharmacy opening hours:

Boots	Closed: 25 to 27 December and 2 January Open: 24 December, 9am to 5pm, 28 to 30 December, 9am to 5.30pm, 31 December, 9am to 5pm, and 1 January, 10am to 4pm
Elmpharm	Closed: 24 to 27 December and 31 December to 2 January Open: 28 to 30 December, 8.45am to 6.15pm
Peak	Closed: 24 to 27 December and 31 December to 2 January Open: 28 to 30 December, 9am to 1pm and 1.30pm to 5.45pm
C R Clowes and Son	Closed: 24 to 26 December and 31 December to 2 January Open: 27 to 30 December, 9.30am to 5pm
Fountain Square	Closed: 24 to 26 December and 31 December to 2 January Open: 27 to 30 December, 9am to 1pm and 2pm to 5pm
PCT Healthcare	Closed: 24 to 27 December and 31 December to 2 January Open: 28 to 30 December, 9am to 1pm and 1.30pm to 5.45pm
Lloyds	Closed: 24 to 27 December and 31 December to 2 January Open: 28 to 30 December, 8.30am to 5.30pm
Superdrug	Closed: 25 and 26 December and 1 and 2 January Open: 24 December, 9am to 5.30pm, 27 to 30 December, 8.30am to 5.30pm, and 31 December, 9am to 5.30pm



What's next?

Keep your eyes peeled for a spring drop-in morning at the practice. The next event will focus on a digital surgery, which will involve providing guidance on how to:

- download the NHS app
- book an appointment online/through the app
- order repeat prescriptions

Also, as per the November drop-in morning, you will be able to:

- access NHS Health checks
- meet the team

From all the practice team at Elmwood we wish you a merry Christmas and healthy new year.