

## Patient Newsletter

### Spring 2023

#### Welcome

Welcome to the first edition of our new patient newsletter. This newsletter will be used to keep you informed of any changes to the practice which might be of interest to you. This may include: new staff, health campaigns or changes to services available.

Our team at Watton Medical Practice includes health professionals who work alongside our GPs. Some of these roles are relatively new into primary care so you may not be familiar with the work that they undertake and how they can help and support you. Each of our newsletters will highlight a member of staff or team within the practice so you get to know all of the different roles and services we have available at Watton Medical Practice.

#### Dr Mahatme's Retirement

*Dear Patients of Watton Medical Practice,*

*I am writing to make you aware that I will be retiring at the end of the month.*

*During my 33 years I have been very privileged to serve so many of you and your families, often spanning three generations. I am grateful for the support and understanding shown to me by all of you throughout.*

*Myself and all the staff at the practice have always striven to provide our community with the best service possible under the ever increasing pressures and demands upon the NHS. I am confident this will continue in the future and can be best achieved together with your support and understanding .*

*I am looking forward to pursuing some leisure activities and spending quality time with my family.*

*Thank you most sincerely. It been a honour to be of service to the Watton community.*

*Dr Mahatme*

I'm sure everyone will join us in wishing Dr Mahatme all the best for the future and to thank him for his continued work and support to patients and staff at Watton Medical Practice.

There is a book at Reception for patients to sign if they wish.

#### Appointment Changes

We have updated the way our appointment system works to better meet the need and demand from our patients. Within our appointment system there is a mix of face to face and telephone appointments that you will be booked in to depending on the symptoms you tell us you are experiencing. Depending on your symptoms you may be asked to attend the surgery for a face to face appointment at the point of reception booking the appointment for you.

This change was brought into practice on 03 April 2023 and during April 78% of all of our appointments were seen face to face.

We are hopeful that this change will benefit our patients' experience at Watton Medical Practice.

#### Food Bank



We collect for Watton Food Bank in our waiting room.

Thank you to everyone who has contributed. It is great to see what we can achieve by working together as a community

### **Update on Winter Health Campaigns**

During winter we run numerous health campaigns, this year it was predominately COVID19 and flu vaccinations.

At Watton Medical Practice, we administered 3,325 flu vaccinations to our patients. Our COVID19 vaccination clinics were run from Thetford Healthy Living Centre, here we provided a total of 11,702 vaccinations across our Primary Care Network (PCN).

You may also have been offered an appointment at the respiratory hub at Thetford Healthy Living Centre. This was a project we worked on within our PCN in which we provided 1,263 appointments. These were additional appointments put on to support the three surgeries (Grove Surgery and School Lane Surgery in Thetford and Watton Medical Practice) with patients with respiratory symptoms throughout the winter period.

### **Spring COVID19 Booster Campaign**

If you are eligible you should have received an invitation to have your COVID19 spring booster vaccination. Clinics for this are being held at Watton Medical Practice and Thetford Healthy Living Centre. If you are eligible and would like to book your vaccination visit [Book a coronavirus vaccination - NHS \(www.nhs.uk\)](https://www.nhs.uk). Please note appointments will not be offered after the end of June 2023.

### **New Staff**

We have quite a few new staff members within our clinical and non-clinical teams over the past six months. Over the next few newsletters I will introduce the clinical staff to you in more detail to explain their role within the practice, our non-clinical staff will be covered within the focus on their teams.

Jessica Gaskell – Site Manager

Sandy Smith – Nurse Manager

Sue Martin – Advanced Nurse Practitioner for Care Homes

Roxanne Rudd – Practice Nurse

Kelly Barnett – Health Care Assistant

Becky Willies – Pharmacy Technician

Viktoriia Malimonenko – Administrator

Hannah Rowland – Care Navigator

Rachel Scott – Care Navigator

Chloe Ella – Care Navigator

### **Focus on...**

#### **Jessica Gaskell – Site Manager**



*Prior to joining Watton Medical Centre, I worked at a large (and busy!) GP surgery in Ipswich. I started my there as a Receptionist and my last role was the Deputy Operations Manager. Throughout my previous roles, my responsibilities have included: supporting staff, implementing new systems including the appointment system, working closely with the PPG, dealing with patient complaints and working within non-clinical teams.*

*I started working within a GP surgery straight after graduating from university and I have loved every role I have had. I enjoy communicating with patients and ensuring the service that we provide works to meet their needs. I am looking forward to working with the practice team and improving the patient experience at Watton Medical Practice.*

If you cannot attend your appointment, please contact the surgery to let us know. From 01 January to 31 May, 956 appointments were missed.