

# Salisbury Times



## NE HANTS & FARNHAM CLINICAL COMMISSIONING GROUP

As a result of the recent changes in the NHS, following the Health & Social Care Act, local GP practices have agreed to form the NE Hants & Farnham CCG. We will work closely with Surrey Heath CCG to commission good quality services from our three main providers: Frimley Park Hospital, Surrey & Borders Partnership Trust and Southern Health, as well as many smaller providers working in the community.

We believe in learning from the local population and are using the practice patient groups to obtain opinions. We will be carrying out a formal survey but, if you have any strong views about local services, please contact the surgery's PPG or join the "Virtual" patient group by filling in a form at reception.

*Dr O Fairbairn NEHAF Governing Body Member and Clinical Lead for mental health.*

## HAMPSHIRE HEALTH RECORD

The NHS in Hampshire is improving the way it stores and uses information about you and your health needs, so that faster and more convenient care can be provided. The HHR contains information extracted from GP and hospital records, and makes them available to clinical staff wherever you are being treated.

- Health professionals will have the right information to make informed decisions about treatments.
- Your right to privacy and confidentiality is protected at all times and will be seen only by the right people for the right reasons.
- You must give your consent before your details can be accessed via the HHR (unless it is an emergency) and you can opt out if you do not wish to participate.

For more information please visit [www.hantshealthrecord.nhs.uk](http://www.hantshealthrecord.nhs.uk) or call 0300 123 1519

## FEEDBACK ON THE TRIAGE SYSTEM

We have had positive feedback from patients and GPs. GPs are now taking a triage session in the morning, which allows them to make best use of available appointments and see patients in a timely manner.

If you have any questions or comments, please write to the Practice Manager.

### Useful telephone numbers

**Surgery**  
01252 541155

NHS Direct  
0845 4647

Health visitors  
01252 533040

District nurses  
0845 582 1252

Midwives  
01276 604241

Frimley Park Hospital  
01276 604604

NHS Dental Helpline  
08450 508345

Social Services  
01252 314221

Citizens Advice Bureau  
0845 120 3752

Out of Hours Service  
0118 936 5649





### Missed Appointments

There is a significant cost to the surgery for every missed appointment.

If for any reason you are not able to keep your appointment, please contact the surgery as soon as possible as this will enable someone else to be seen.

During April, May & June, the number of missed appointments were:

**GP - 178**

**NURSE & PHLEBOTOMIST - 299**

### STAFF CHANGES

#### New Staff

Our new Practice Manager, Katie Baker, joined us in May. Katie comes from Surrey Primary Care Trust and has a background in Primary Care contract management. Katie works full time and oversees the management of the reception, administrative and nursing teams.

Dr Kristian Hampshire joins us on 24<sup>th</sup> September as a part-time locum GP to provide additional cover for Dr Ferguson whilst he is out of the practice working for the Hampshire Primary Care Trust and Dr Fairbairn whilst she is busy with the CCG.

Rachel McAneny joined our reception team in January having come from a GP surgery in Camberley.

Cheryl White joined the nursing team in March. Cheryl has been a Practice Nurse for 10 years and specialises in chronic disease management and smoking cessation.

#### Staff leaving

Dr Day left the practice on 15<sup>th</sup> July and nurse Eileen Derricutt leaves the practice at the end of August. We are very sad to see them both go and wish them every success in the future.

### FUNDRAISING

**Through fundraising, other GP practices in the area have managed to buy equipment not provided by the NHS. Your representatives on the PPG are considering ways to fundraise - any ideas welcome!**

[h.applegarth@ntlworld.com](mailto:h.applegarth@ntlworld.com)



### NEW COMPUTER SYSTEM—UPDATE

The practice will be getting the new computer system on 22<sup>nd</sup> August 2012.

With many more features, this will eventually enable us to provide a more efficient service and bring us into the 21<sup>st</sup> century!

Planning and training has been ongoing and we hope to minimise any inconvenience to our patients. Please could we ask for your patience and understanding toward our staff during this change over period.

Did you know the surgery already has a comprehensive website, where you can access all sorts of information?

Please visit [www.alexanderhousesurgery.com](http://www.alexanderhousesurgery.com)

Salisbury Road  
Patient Group

This newsletter has been produced by the Salisbury Road Patient Group on behalf of the Surgery.

### CAR PARKING UPDATE

We thought this long running saga had been successfully resolved when Rushmoor Borough Council confirmed an extra disabled bay would be installed on the surgery side of the road, in addition to the existing one.

Two have now been installed, on the opposite side of the road!

These spaces were proposed when changes were to be made to the car park, and were vigorously opposed by the surgery and PPG because of health & safety concerns. After strong representation by the group, RBC have said that the issue will be resolved to our satisfaction.

We have yet to find out exactly what that means, but only a bay in the place where it had been promised, will satisfy us!