

VICTORIA CROSS SURGERY & ELDENE HEALTH CENTRE

NEWSLETTER – NOVEMBER 2018

A LARGE PRINT VERSION IS AVAILABLE UPON REQUEST

Following our merger with Eldene Health Centre in April, Management and staff would like to thank all patients for their patience while the teething problems were sorted out to a satisfactory conclusion.

We have recruited 1 new member of staff who covers Reception across both sites and we now have a booking screen at Eldene Health Centre which enables patients to self-check in upon arrival. In addition we have a Reception Supervisor available daily to deal with any serious patient issues. The surgery is delighted to welcome Jane Hartland, Advanced Nurse Prescriber who will be covering Thursdays and Fridays. Jane has a wealth of experience within the NHS.

There have been a number of articles in the Swindon Evening Advertiser and on the local radio regarding the recent takeover of Eldene Surgery and we would also like to clarify the following:

Eldene Health Centre has no connection with IMH (Integrated Medical Holdings)

Victoria Cross Surgery took over Eldene Health Centre patients on the retirement of Dr Guilding on the 1st April 2018. The surgery is run out of Eldene Health Centre.

Since the take over there have been several improvements to services for patients, including longer opening hours and increased appointments for both doctors and nurses.

Recent patient surveys indicate 91.8% of patients rate the surgery Very Good/Good and are satisfied with the services provided.

Victoria Cross has its main Surgery in Old Town Swindon, and on the takeover of Dr Guilding's patients, moved its branch surgery at Nythe to Eldene Health Centre.

A recent CQC inspection in April 2018 rated the surgery 'Good' over all areas.

Victoria Cross Surgery is committed to providing a Quality service to all of its patients.

Flu Appointments

We are still offering the flu vaccination to all of our eligible patients. Therefore, should you wish to have the flu jab please speak to Reception to book an appointment.

Appointments

We offer a range of appointments with GPs and other practitioners; pre-bookable routine appointments, telephone consultations and same day appointments for urgent problems. We offer appointments up to 4 weeks in advance for GPs and 6 weeks for Nursing staff.

Please note that all patients may make appointments at either surgery.

Our Receptionists have been instructed by the Senior Partner to ask for the reason for your appointment; this is so the Receptionist may direct you to the most appropriate clinician.

Cancelling your Appointment

If you are unable to attend an appointment with one of the doctors or nurses, please telephone to cancel your appointment.

Test Results

If you have been asked to telephone for the results of an investigation, please ring the appropriate surgery - Victoria Cross on 535584 or Eldene Health Centre on 480111. If the result is not straightforward you may be asked to make an appointment with the doctor to discuss it.

Out of Hours

Swindon CCG provides the Out of Hours Service between 6.30pm and 8.00am on weekdays, at weekends and on Public Holidays. If you need urgent advice or a home visit when the surgery is closed you can contact NHS 111, for medical advice.

Please call NHS 111 for Urgent advice.

Prescription Ordering Direct (POD)

POD is now available for all patients and this service is an easy way for you to order your repeat prescription!

All it takes is a simple phone call that you can make from the comfort of your own home – there's no need to come into the surgery or pharmacy.

You'll also speak to a trained prescription clerk who can discuss your needs meaning you'll only order medication when you need it.

Call NHS Prescription Ordering Direct (POD) on 01793 683 755. If all their lines are busy you will have the option to leave your name and number and they will call you back.

However, if you would prefer to continue to order your prescription directly with the surgery, we are happy to accept your request by post, fax or online.

Repeat Medication

Please note that we require 72 hours' notice to process all repeat prescriptions. This does not include weekends or bank holidays. This gives us time to perform checks and maintain safety. We are receiving increasing numbers of requests for repeat medication to be issued urgently due to patients running out of supplies and not forward planning. Requests at short notice put an additional pressure on the Surgery. Therefore please remember to plan ahead and order your medication in good time.

Requests can be made online, via fax or post. Unfortunately we are unable to accept requests via telephone.

With Christmas rapidly approaching, please ensure you order any repeat medication allowing plenty of time for the surgery/POD to process your request.

Changes to contact details

We often find that we need to contact patients to change booked appointments or to discuss aspects of their care. If the information we hold on file is out of date it causes delays which we would like to avoid. Therefore it is important that we have your correct home address and current telephone/mobile number on your medical record. Please speak to Reception to update your details.

Patient Participation Group (PPG)

Help us to improve our services: Join our Patient Participation Group

The aim of this group is for patients and staff to work together to help improve the services that are offered. This group is composed of patients who wish to take a more active interest in their local GP surgery and in developing local health services.

Our Patient Participation Group is held quarterly. If you wish to join the group please speak to Reception.

Opening Hours

Main Surgery Hours

Monday 8.30am – 6.00pm
Tuesday 8.30am – 6.00pm
Wednesday 7.30am – 6.00pm
Thursday 8.30am – 8.15pm
Friday 8.30am – 6.00pm

Branch Surgery Hours

8.30am – 8.00pm
8.30am – 5.30pm
8.30am – 5.30pm
8.30am – 5.30pm
8.30am – 5.30pm

Please note the surgery does not close at lunchtime, but the telephones are answered for emergencies only between 1.00pm - 2.00pm.

We may close the surgery at lunchtime for meetings and staff training once a month.

Evening/Early Morning Surgeries

Monday evening surgeries at Eldene Health Centre, Wednesday early mornings and Thursday Evenings at Victoria Cross Surgery is intended for people who need a routine pre-bookable appointment and who cannot attend during the daytime. They are open to patients registered at either of our surgeries.

Christmas Holidays

We will be closed on Tuesday December 25th (Christmas Day), Wednesday December 26th (Boxing Day) and Tuesday January 1st (New Year’s Day).

Throughout the festive period, the number of appointments available to book routinely will be reduced as we expect more patients will require same day appointments.

If you need medical attention or advice when we are closed, please ring NHS 111 on 111

We hope your find our newsletter useful. Your feedback is very important to us. If you have any comments/suggestions you wish to make relating to Victoria Cross/Eldene Health Centre, please complete the comments/suggestions section below.

Thank you

Sarah Wilson
Practice & Business Manager

Why not visit our website for all our up to date surgery information
www.victoriacrosssurgery.co.uk or www.eldenehealthcentre.co.uk

Comments/Suggestions

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Name

Date