***Patient Newsletter- Hampton Surgery Spring 2023***

As we approach another longer days and hope of better weather it seemed a good time to write another newsletter. So much seems to happen that the time passes more quickly than I think it should and here we are again at the start of another spring. There are lots of things to tell you all about.

We are really sad to announce that Dr Ryan Prince will not be returning to his GP role at the surgery. Many of you will know that he has been very poorly for the last 2.5 years and has sadly come to the decision that it isn’t possible for him to return. Dr Prince has been a huge part of the life and ethos here at the surgery and we all miss him. He will still stay in touch with us here but will officially retire at the end of May. Ryan has been here at Hampton for many years and seen so many changes. He has been missed greatly while he has been poorly and he leaves a huge legacy here. Dr Yasin Al-Shammary has become a partner here in the last few months. Dr Al-Shammary has been working here for over two years and is now a permanent partner. This is great news as it gives us stability and continuity in what has been a really difficult time this year.

Our senior GP team currently consists of Dr Al-Shammary, Dr Simpson and Dr Charlton. We have also recruited another permanent GP working two days a week and from June we will see the arrival of Dr Sneha Lupini. In these challenging times we are so thrilled that she has decided to join us. For the next twelve months we will also have Dr John Davenport joining us. Both Dr Davenport and Dr Lupini have been working locally as GPs. There is a real shortage of GPs and we feel so lucky to be at our full complement again this year. We know you will join us in making them very welcome at Hampton.

To increase our clinical team has been a really important focus of the last few months. We have seen our patient list size grow by 6% over the last few months and this appears to be a trend that isn’t slowing down. This is causing an increase in workload and we along with the whole NHS aren`t immune from the impact of this. We have made a couple of changes to try and ensure the phone lines are kept accessible. We ask that phone calls before 10.30am are kept to patients requesting appointments for that day. Any other queries need to be after 10.30am please. It`s really important that people who need urgent care can access our services first thing and as we now have many more calls than ever before we hope you will support this.

Secondly, we no longer take any phone call requests for repeat prescriptions. The only exception to this is patients who are on our housebound list. Everyone can access repeat requests via the online services. If you need help to set this up please ask reception. We appreciate that this maybe isn’t as convenient as just ringing but there is also a safety issue as sometimes patients don’t know which medication they need and the confusion can lead to errors. Also, we need to remind everyone that shouting, swearing or aggression towards our staff is never acceptable. We have a zero tolerance of these behaviours and ultimately we will remove any patient from our patient list who behaves like this.

We are part of the Solihull Rural primary care network and this is giving us access to some other services that are really helpful. We now have a physiotherapist for half a day a week, a pharmacist who helps us with medication queries and reviews, and in April a dietician will also join our team. All these allied health care professionals are helping us offer wider healthcare and supporting us all to be healthier. We are also just about to complete the “sing for wellbeing” programme. Around 30 patients a week are attending that session and it`s been lots of fun. We have a link worker from Citizen’s advice bureau who helps our patients with anything that isn’t medical. They have been helping people with benefit applications and managing energy costs in recent months. If you would like to chat with them please ring reception.

Finally, we have a domestic abuse support worker. If you need any support please let us know. As time goes by we realise that there are so many things we can help with that can impact anyone’s health.

We are totally committed to caring for all our 3500 patients and making sure that Hampton is a healthy and happy community to be part of. We always welcome feedback so please feel free to contact us if you have any ideas on how we can improve our services or if you are happy with our services, positive feedback helps us and is also nice to hear.

Kindest Regards

Dr Yasin Al-Shammary & Nurse Kirsty Millard- Partners Hampton Surgery