



Health Partners at Violet Melchett

PART OF VIOLET MELCHETT HEALTH & WELLBEING HUB



Spring 2023 Update

Successful Relocation

On 16th January, Health Partners welcomed its first patients to our new premises at Violet Melchett, 30 Flood Walk.

Although the building has been newly refurbished, many remember it from its days as a Covid vaccination clinic. There were a few teething problems – including a chilly first week before the heating was turned on – but we are delighted by the encouraging response to

the new site so far. Thank you to all our patients for being so positive in these first few weeks and for bearing with us while we settle into our new home.

In March we will be opening our second building just round the corner on Chelsea Manor Street. Appointments will be shared between the two buildings, which are a convenient one-minute walk from each other. Together, the buildings giving us plenty of space to expand appointments and offer new wellbeing services.

In addition to our main

base at Violet Melchett, we are operating a satellite GP facility at Earl's Court Health and Wellbeing Hub (2b Hogarth Road, SW5 0PT), to provide availability for those with limited mobility or other vulnerabilities that make travel to Chelsea difficult.

Although our name has changed from Redcliffe Surgery to Health Partners and our door has moved from Redcliffe Street to Flood Walk, we are your same GP as before. Our dedicated teams of doctors, nurses and reception staff are still with us, and remain as

committed as ever to providing our patients with the best possible care.

After so many years as Redcliffe Surgery, we understand 'Health Partners' might take some getting used to. We are always happy to answer any questions, so please do not hesitate to get in touch, either by phone (020 7460 2222) or in person. We have also created a page of FAQs, which are available at reception and our website (www.healthpartnersatvioletmelchett.co.uk).



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The Health and Wellbeing Hub

Health Partners at Violet Melchett is excited to be part of the newly formed Violet Melchett Health and Wellbeing Hub, also situated at 30 Flood Walk. This allows us to run high quality GP services as well as offering easy access to a range of other health services with space for voluntary and community groups under one roof.

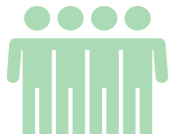
We hope this new setup will make our patients' lives easier. Though you might travel slightly further to get to us, more services will be offered on site, including podiatry clinics, an Extended Access Service offering nurse and doctor appointments at weekends and evenings, as well as various activities and events centred around wellbeing and healthy living.

These services are all being delivered from a newly refurbished building, designed to provide a relaxing and non-clinical atmosphere, attached to a spacious garden for patients to enjoy.

We understand some patients might be

confused by the expanded services. We are committed to finding ways to listen and help people find their way around the Hub. Upon your arrival at Violet Melchett, look out for our 'Health Navigators', who can direct you to where you need to sign in for your appointment.

THE COMMUNITY CORNER



From mid-March, we are launching The Community Corner at Violet Melchett. It is a space for one-to-one assistance and conversation.

If you need help filling in a form, want to find out about local wellbeing projects in the community or even just want to have a chat, our volunteers will be happy to help. Please note that they will not be able to answer any specific medical questions.

NEW PREMISES

Violet Melchett



30 Flood Walk,
SW3 5RR

Chelsea Manor St



1a Chelsea Manor Street,
SW3 5RP

Earl's Court



2b Hogarth Rd,
SW5 0PT

Our Coffee Morning

On the 26th of January we held our first Violet Melchett Coffee Morning event. We were delighted by the impressive turnout, with over 70 people attending. Thank you for everyone who came along and squeezed in!

Guests enjoyed refreshments and massages, and listened to an informative talk by Dr Fiona Butler on the vision for the Violet Melchett Health and Wellbeing Hub.

The great turnout has shown us that there is an interest in getting together to discuss Health and Wellbeing. Look out for more events coming up in the Spring.

Getting Involved



We are currently looking for more people to join our Health Navigator and volunteer programmes at Violet Melchett.

These roles are flexible; you can commit as much or as little time as works for you.

If you think you might be interested in getting involved, please email your name and contact details to

panppg.nhs@gmail.com.

Spring COVID Boosters

From the beginning of April, the NHS is inviting select groups for a spring Covid booster. Among those eligible are :

- Adults who are aged 75 and over by the 30th June 2023.
- Residents in a care home for older adults (including staff in care home)
- Individuals aged 5 years and over who are immunosuppressed

It is currently planned that the National Booking System will open on April 5th. More news on where in south of borough these will be delivered to follow.

Hellos and Goodbyes

There have been some staff changes since the Autumn. We sadly said goodbye to Dr Adam Jordan, Dr Ben Holroyd and Dr Henry Grainger. We wish them all the best.

A warm welcome to Dr. Sang and our two new registrars, Poppy and Jessica.

And a very warm welcome back to Dr Anna Grimstone, who is returning from maternity leave after welcoming baby Immy last Winter.

In other staff news, a big congratulations to Julia, who became a fully qualified nurse in January!



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PATIENT PARTICIPATION GROUP



Results of the Patient Satisfaction Survey

In July and August 2022 as part of our engagement regarding the move to Violet Melchett we conducted a patient satisfaction survey. We received some very constructive feedback, you can see how we addressed this below.

You said, we did!

1. The telephone system was a common theme, where feedback was around long waits, and multiple issues with the queuing system.

We procured a new telephone system with improved call queuing functionality. We now have real time data on calls queuing and waiting times so we can deploy staff quickly in response to high demand. There is also an queuing system, which alerts patients to where they are in the queue.

2. Follow up appointments were another common issue, as patients didn't want to be triaged again for the same problem.

We have addressed this by ensuring if patients do need a follow up this is clearly documented in the patients record, and when patients book another appointment the reception staff can book this without the need to go through the triage process again.

Some examples of good feedback:

'Found the staff very friendly and empathetic'

'I have always had excellent treatment from all the staff at the surgery from :receptionists, the nurse and GP's'



The patient participation group is a group of Redcliffe Surgery patients who meet with the practice management team to develop services at the practice and ensure that the patient voice is heard.

If you would like more information, or to join our patient participation group, speak to a receptionist.

You can also join the patient participation group by using the 'contact us' form on our website or emailing panppg.nhs@gmail.com.

Minutes from our previous patient participation group meetings are available on our practice website.

What's coming next...?

In the next newsletter, we will provide further updates on the exciting plans for new services at Violet Melchett Health and Wellbeing Hub.