**GUDGEHEATH LANE SURGERY**

**TEL 01329 280887**

[www.gudgeheathsurgery.co.uk](http://www.gudgeheathsurgery.co.uk)

**OPENING HOURS**

**Mon – Fri 8.00am – 6.00pm**

**Reception is closed 1pm – 2pm DAILY**

**EMERGENCY COVER BY PHONE Available 1pm-2pm & 6.00pm–6.30pm**

**-**

**Update on our Services**

As you will know we have been open throughout the Covid19 pandemic and have been working hard to provide as many services as possible during each lock down. In order to protect our staff from Covid19 and to help stop the spread of the disease to our patients we had, and continue to have high infection control standards. Our staff have worked tirelessly to provide not only our usual services but also to run the covid19 vaccination clinics for almost a year. They are now working hard to provide assistance at our Seasonal Flu clinics. Now that the hospitals are taking referrals again we have seen a huge increase in our workload, even more than pre pandemic levels.

We have been seeing any patients who need to be seen face to face at either our Covid19 hot hub or in the surgery here after a GP has triaged the patient. At the moment we are continuing to triage our patients who wish to see a GP so that those that need to be seen face to face by a GP, can do so safely at the Surgery.

We have a finite number of routine telephone consultations each day (our GPs will also however, always see Urgent cases which cannot wait until a routine telephone consultation) which our GPs can safely deal with and ask that you respect both the GPs and Staff who work to help you. The GPs also deal with e-consultations, prescription requests and many other tasks during their working day.

We have had several changes to our Nursing Team, Nurses Claire Carmichael and Janis O’Sullivan have moved away and have been joined by Hana Barnes, a Nursing Associate (who can undertake most of the tasks that a Practice Nurse would do) and are about to be joined by Nurse Sarah Bartlett and Nurse Fay McCann. We also have Denise Agrawal who will be running Phlebotomy clinics for us alongside our current Phlebotomist Jackie McKenzie.

Our Nurses are now running standard clinics and continuing to undertake and provide all the services you would expect to see.

Our GP team has changed in that Dr Fiona Walker moved out of Hampshire and Dr Rik Elliott joined us in March. We are a GP Training Practice which means that we currently have two GP Registrars (Registrars are qualified Doctors who are doing the last part of their GP training). These Doctors are supervised by one of our qualified GPs who is also qualified to train GPs.

On occasions you will be given an appointment which is not held at our Surgery but is with Southern Hampshire Primary Care Alliance or with our Colleagues in our Primary Care Network (PCN) . This means that we are able to offer you a sooner appointment than perhaps we can offer you at GHL.

We are part of the Fareham and Portchester PCN and work with Fareham Centre Practice, Portchester Practice and Westlands Medical Centre, to enable our patients to have access to services we may not be able provide as a Practice. The PCN staff provide a Home Visiting service which is Nurse led, Clinical Pharmacists and Pharmacy Technicians, who assist the GPs regarding patients medications, First Contact Physio Therapists, a Mental Health Practitioner, and our Social Prescribers. This team also have been working very hard throughout the pandemic and will continue to do so to ensure a good service in all they do.

**-**

**Our reception team** are the first point of contact for all patients at the surgery.

Our experienced Reception team are here to help you in making bookings, answering queries and directing you to the most appropriate service based on your medical needs. They will help you set up your patient online access and update your details so the surgery can keep you informed of new services.  They deal with all the medical letters which are sent to us from various organisations and also with all the medication requests which are then processed to a GP for signing.

As you will appreciate the role is extremely busy, and we are currently training up new staff as well as dealing with a huge variety of queries and questions.  The team have worked very hard throughout Covid19 and have gone above and beyond on many occasions.

Please treat our team with the respect and kindness you expect from us and thank you for your kind comments and appreciation of our services.

**-**

We are re-instating our Virtual Patient Representative Group and if you would like to join please contact us on [fgccg.gudgeheathlanesurgery-ppg@nhs.net](mailto:fgccg.gudgeheathlanesurgery-ppg@nhs.net)  and we will be happy to send you some information regarding the group. Information is also on our Website.

**-**

If you require a home visit please telephone the surgery as early aspossible.  – this allows us toplan our day.

**-**

We will be closed on Thursday 2nd December for the afternoon to enable our staff to undertake important training. Please contact the out of hour’s team on 111 if you require any medical assistance while we are closed or call 999 in an emergency.

**-**

**ONLINE APPOINTMENTS**

WE HAVE RECENTLY MADE A FEW TELEPHONE CONSULTATIONS AVAILABLE FOR PATIENTS TO BOOK VIA PATIENT ACCESS

**-**

PLEASE LET US KNOW IF ANY OF YOUR CONTACT DETAILS HAVE CHANGED.

If you have changed address please come to reception with proof of your new address and we will

update your details.

**-**

FOLLOW US ON FACEBOOK FOR UP TO DATE SURGERY INFORMATION <https://www.facebook.com/GudgeHeathLaneDoctorsSurgery/>

**-**

Thank you all for your support and patience in these difficult times.

We are closed from 6.30pm on Friday 24th December 2021 and reopen on Wednesday 29th December 2021 at 8am.

We also are closed from 6.30pm on Friday 31st December and reopen on Tuesday 4th January 2022.

If you need urgent care when we are closed please call 111 or in an emergency 999.

We wish you all a happy Christmas and a healthy New Year when it arrives!

**-**

**COVID-19 booster vaccination update**

We want to thank all our patients for their support during the roll-out of the first and second doses of the COVID-19 vaccination and we are proud to have been a part of the world’s biggest vaccination programme – playing our full part in delivering some 40,000 doses locally.

You will be aware that people aged 50 or over, and some other cohorts, are being offered a booster COVID-19 vaccination this autumn and winter – where it has been at least six months since they had their second dose.

Unfortunately, due to work extreme pressures on our team, we are unable to offer the facility for patients to book appointments for a COVID-19 booster vaccine at Portchester Community Centre.

This has not been an easy decision for us, as we recognise that many of you prefer to attend our local site for a vaccination.

But this move allows our staff to focus all of their time on what you have told us is very important for you – dedicating our efforts to providing you, our patients,  with clinically safe, timely medical appointments, together with continuity of care.

Although we cannot invite you to a vaccination at Portchester Community Centre, please be assured that there are still a number of options available for eligible patients to get their booster jab, and for other patients who are eligible for their primary course and have not yet had it.

You can book an appointment via the [National Booking Service](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/) or call 119 to be seen at one of our mass vaccination centres in Hampshire. The closest two to Fareham are St James’ Hospital, Portsmouth, or Oakley Road, Southampton.  There are also pharmacy sites available, the two closest to Fareham being Asda Fareham and Stubbington.

You can also check the [Hampshire, Southampton and Isle of Wight Clinical Commissioning Group website](https://hampshiresouthamptonandisleofwightccg.nhs.uk/your-health/latest-information-on-covid-19/covid-19-vaccination-programme/walk-in-clinics-near-you) to see regular updates of the **walk-in clinics available** in the Fareham area, where you can drop into to get your booster jab.  You are also able to attend any walk in clinic that is accessible to you.

Patients who are resident in care home settings do not need to book, because they will receive their booster vaccine directly from local primary care services, as was the case with first and second doses.

Patients who are otherwise ordinarily housebound but are able to attend outpatient appointments at hospital or other settings should make use of local and community transport services to access a vaccine at a site available through the National Booking Service.

The eligibility criteria for COVID vaccinations or booster doses is:

* Patients over 50 and those under 50 with an underlying health condition who have already had their primary course are eligible for a booster dose six months after their second dose.
* Patients identified as immunosuppressed are eligible for a third dose.
* Anyone over the age of 18 remains eligible for their first or second dose if they have not yet had it.
* 16/17 year olds are eligible for one dose.  People with an underlying health condition in this group may require a second dose.
* All 12-15 year olds are eligible. It is expected that those with underlying health conditions are not vaccinated in a school setting as they will require two doses

We will be continuing to support you our patients by messaging and writing to you to when you become eligible for your third jab - and signposting you to places you can book.

Thank you. Dr Ailsa Maguire and Partners.