

# The Grange Newsletter



## Hello from Dr Venning



**As The Grange  
continuously evolves**

**I know I speak on behalf of myself and the other partners, Dr Bannell & Dr Bevan to say we are proud to be part of the team.**

Not only do we look after our patients but we are also a 'training practice' which means we support junior doctors, medical students, student nurses and trainee paramedics during their training. We are grateful to our patients who help with this. We work with social prescribers and paramedics who support us.

Our amazing nursing team goes from strength to strength. The patient Participation Group meets monthly and has supported us with the development of many things including the new website. Julieanne and the management team have worked tirelessly to get our current building project up and running. This will give us extra clinical space and a more welcoming feel in reception, especially for wheelchair users (who are not visible behind our current desk!)

We are grateful to The Petersfield Legacy trust, which has helped us to buy equipment in the past year. We sincerely hope that 2024 will be a happy, healthy & prosperous year for us all.

## New Service – Home Visiting Service (HVS)

We are delighted to announce the introduction of paramedics based at our surgery. This team come with a wealth of experience and have made a huge difference to the speed in which we can see on the day appointments. Also, from 2nd April, The Grange Surgery will be offering our very own Home Visiting Service (HVS) to registered patients who are either housebound or too poorly to visit the surgery.

Your registered GP will make the decision as to whether a HVS appointment is required, if they agree then one of our amazing paramedics will come and see you.

**For more information about the team please see our website; under the heading – Our Practice, click on 'Meet the Team'.**

## Why did the patient start a bandage collection?

They wanted to stick  
with a hobby!

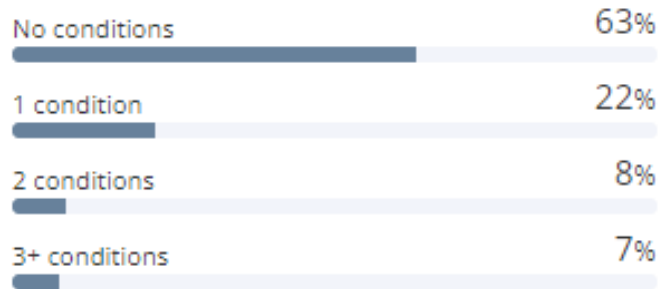


# Long-term Condition Reviews

If you have a long-term condition like asthma, diabetes, or arthritis, it is essential that we regularly see you to review your condition. We aim to review most long-term conditions every 12 months, usually around the time of your birthday. **We have changed the way we book your annual review.** In future, you will receive a letter, email or a text message giving you a time and date for your appointment here at the surgery. It is imperative you attend this appointment as failure to do so could affect your medication regime. If you are unable to make your appointment please call the surgery and select 'the annual review appointments' option where a member of the team will arrange another mutually convenient appointment.

**3 in 8** of the population has at least one long-term condition

**1 in 7** of the population has more than one long-term condition



## NHS Health Check

The check is for people who are aged 40 to 74 who do not have any pre-existing conditions. The aim is to spot any early signs that could increase your risk of stroke, kidney disease, type 2 diabetes or dementia. As we get older, the chances of developing any of these conditions go up. Regular checks can identify risk factors and help you make simple changes to your lifestyle to help reduce those risks.

## Free NHS Health Check

Helping you prevent heart disease, stroke, diabetes and kidney disease.

**To make an appointment please call the surgery and ask to book an NHS Health Check.**

## Blood Pressure Readings (Hypertension)



High blood pressure (hypertension) is very common. Although it doesn't often come with symptoms. Knowing you have high blood pressure could prevent life-threatening complications like heart attack and stroke. Don't chance it – come into the surgery and get your FREE blood pressure taken in our special waiting room machine OR purchase your very own blood pressure monitor for just £20 at reception.

# Friends & Family Survey

We recently completed our friends and family survey. This survey is invaluable to us, as your feedback helps us shape the services, we provide you. We need to know what we do well, so that we keep doing it and where we could improve, so that we can make the appropriate changes.

The Friends and Family Test

"We need your feedback"



Below is the result we received:

**96.4% of patients scored us as Good/Very Good**

We are very pleased with these results, as our team try to do their best to provide an excellent service. Our GPs, nurses and non-clinical staff individually received some heart-warming feedback, which were gratefully received. Thank you for taking the time to fill in this survey and we will continue to evolve and adapt to provide the services right for you.

## The Grange Surgery - Patient Participation Group (PPG)

A new Patient Participation Group was started a year ago to represent the views of the Surgery's seven and a half thousand patients. We are keen supporters of the Surgery and enjoy working with the medical and non-medical staff on improvements to their communications with patients.



During our first year we looked at the Surgery's written communications. We helped in the production of new reader-friendly leaflets (available at the Reception desk) for existing patients and for those who are registering to join the practice. Also, we were involved in the design and wording of the Surgery's popular new website.

This year, we are concentrating on possible improvements to spoken communications between patients and Surgery staff during phone calls and visits to The Grange. Please let us know if you have any suggestions or would like to help us.

**Ask at Reception for more details or visit our website:**

[www.thegrangesurgery.org.uk/practice-information/patient-participation-group/](http://www.thegrangesurgery.org.uk/practice-information/patient-participation-group/)



**Why did the patient bring a mirror to the doctor's office?**

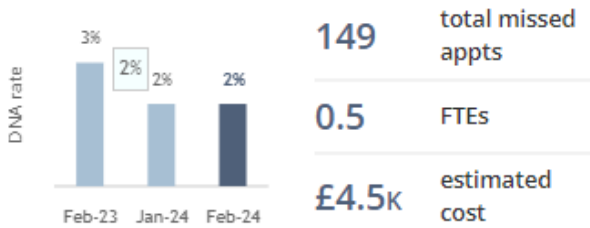
They wanted a second opinion!



## Did Not Attend (DNA) Appointments – February 2024

### DNAs

1 in 42 appointments were missed resulting  
in 46 hours of wasted practitioner time



## Seasonal Allergies (Hay Fever)

- **Allergy symptoms:** such as a stuffy or runny nose, cough, watery eyes, and sneezing, can overlap with viral and bacterial illnesses.
- **Differentiation:** allergies mainly impact the upper respiratory tract (head, face, and throat). Symptoms worsen outdoors due to pollen, mould, and grass.
- **Treatment:** **see your chemist for** Antihistamines, nasal sprays, and avoiding allergens.

## Building Works at The Grange

We are delighted to have been given an NHS premises improvement grant by NHS England to increase our clinical capacity. This means we will increase our consulting rooms from 7 to 9 rooms. Our reception desk is not currently 'accessible' and this grant will cover a brand new, compliant reception desk. The work is anticipated to be finished by end of March.

**We hope you notice, and enjoy, the significant improvements.**

## Easter Opening/Closed Hours Call 111 when the surgery is closed

Thursday 28th March	OPEN as usual
Friday 29th March	CLOSED
Saturday 30th March	CLOSED
Sunday 31st March	CLOSED
Monday 1st April	CLOSED
Tuesday 2nd April	OPEN as usual

## Easy Easter Baking ... Chocolate Easter Egg Nest Cakes

### Ingredients

- 225g/8oz dark chocolate, broken into pieces.
- 2 tbsp golden syrup
- 50g/2oz butter
- 75g/2¾oz cornflakes
- 36 mini chocolate eggs

### Method

1. Line a 12-hole fairy cake tin with paper cases.
2. Melt the chocolate, golden syrup and butter in a bowl set over a saucepan of gently simmering water (do not let the base of the bowl touch the water). Stir the mixture until smooth.
3. Remove the bowl from the heat and gently stir in the cornflakes until all of the cereal is coated in the chocolate.
4. Divide the mixture between the paper cases and press 3 chocolate eggs into the centre of each nest. Chill in the fridge for 1 hour, or until completely set.

