

The Grange Newsletter

A message from the Senior Partner – Dr Kathryn Bannell



With the weather heating up and an election round the corner, things can feel unsettled. I know I speak for all the staff when I say that whatever happens on 4th July, The Grange Surgery will be here for you. We aim to provide the best care for you whatever the political ask of us. The doctors and nurses' pride ourselves on our continuity and personalised service with the support of our paramedics, pharmacist, social prescribers and youth mental health coach.

Those of you who have been into the surgery will have seen that the recent building work is completed, it looks wonderful, and we hope you agree that it makes the surgery feel fresh and welcoming for you.

Thank you to those who have taken the time to fill out our friends and family survey. We share all your responses with our staff and have had overwhelmingly positive feedback which really boosts everyone's morale. Any suggestions for improvements are welcomed - we do listen and act on your feedback.

Lastly from me: a huge thank you to our reception team. I know all of our patients really value their patience and smiles and all the staff are aware of how hard they work. Thank you, Paula and team!

Meet 'Meg' (Megan Hunt) our new home visiting paramedic

"I started as the home visiting paramedic for The Grange Surgery in April, prior to this I spent four years working as an ambulance paramedic based in Southampton. In my new role I am spending most of my time visiting our housebound patients or those too unwell to attend the surgery. My visits cover patients from The Grange, Clanfield, Horndean and Rowland's Castle Surgery. For the remainder of the week, I work in clinic assisting the duty doctor with our patients on the triage list. I am delighted to be working with such a passionate and friendly team here at The Grange Surgery".



Look how we've grown!

Our fabulous gardener, Ashley has done a sterling job caring and nurturing our small garden. We were fortunate enough to win the bronze award last year from the local council, it would be great to be considered again this year.



A message from our PPG (Patient Participation Group)

The PPG is delighted with the improved reception area and the better working area for the reception and prescription staff. We have observed a busy morning “behind the glass” to better understand how the Surgery staff work to help patients. Paula Clark, the Head of Reception, attended one of our recent meetings to talk to us about her team’s work.



Podcasts on a number of popular health issues will soon be available on Shine Radio, featuring members of the Surgery staff. These have been organised by a member of the PPG. More details to follow on the Surgery’s website.

We have welcomed two new members to our Group and we are keen for more and to find new ways to support the Surgery.

Want to join? Ask at Reception for more details or visit our website:
www.thegrangesurgery.org.uk/practice-information/patient-participation-group/

Staff Changes



As you are aware we are also a GP training practice and have had the greatest pleasure to mentor Dr Paul Cooper throughout his GP training with Dr Bannell as his mentor. We are delighted to let you know that Dr Cooper has passed his final exams, but this means he will be leaving us at the end of July 2024. To say we will miss him is an understatement and I am sure that all of you, who have had the pleasure of meeting him, will join me in wishing the very best for his future.

Dr Adele Bevan has been on maternity leave and returns in July 2024. Dr Hamish Reid has been covering Dr Bevan’s list whilst she has been away, and so this means he to will be leaving us at the end of July 2024. We have loved working with Dr Reid again and will miss him very much (many of you may remember him as a GP partner years ago). Thank you for your support, as always, Dr Reid.



Staff members going the ‘extra mile’



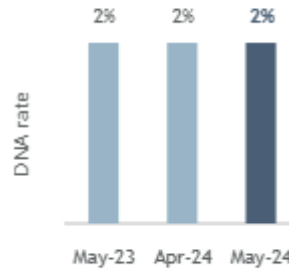
On Sunday 12th May two of our staff members, Marie Welch and Serena Bicknell took part in the Petersfield Heath 5K run. This is an annual event and this year it was organised to raise funds for the Stroke Association Southeast. Serena and Marie are both keen runners and were keen to take part and despite it being a hot and sunny day completed the challenge.

We are really proud of your achievement ladies, well done from us all!



Some Interesting Statistics

1 in 48 appointments were missed resulting in **31 hours** of wasted practitioner time



118 total missed appts

0.3 FTEs

£3.5k estimated cost

MODE OF CONTACT

Face to face
47% (48% Apr-24)

Telephone
13% (12% Apr-24)

Home visit
<1% (<1% Apr-24)

Digital
5% (5% Apr-24)

AVAILABILITY

51% booked on the day (urgent)

8.2 days average booked to seen time

7 mins average time spent in waiting room

COVID Summer Booster

Since 22nd April we have been offering the COVID Spring Booster. Of the 1004 eligible patients 707 have come forward to have the booster this time around. Our Nurses, Doctors and Paramedics have vaccinated in the surgery, at home for housebound patients, and in care homes.

As always, the clinics have gone well and we thank our team for delivering this. Next on the horizon will be the Flu Vaccine. This is due to start at the beginning of October. We are not yet aware if the Autumn COVID booster will also be offered and as soon as we know we will communicate this. The practice spends around £30,000 buying the flu vaccine, this is not issued free to us, to administer to our patients so it is very important that those eligible opt to have this with us to save wasted vaccine and finances. We are not paid for the vaccines given before 1st October for the majority of our patients, only a small cohort can be offered prior to this date.

We are aiming to start inviting patients as soon as we can, so please keep an eye out for a message from us!



Surgery Closed

Surgery CLOSED for Target Day – **Tuesday 3rd September 2024 from 1pm**. For any urgent issues on this day – please call 111.

BEAT THE HEAT

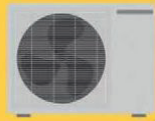
DRESS LIGHT

Wear loose-fitting clothing



STAY COOL

Stay somewhere with air-conditioning



LEARN

Stay informed and learn how to prevent, recognize and treat heat-related illnesses



EAT LIGHT

Avoid hot foods and heavy meals

STAY SAFE

Never leave infants, pets or children in parked cars



USE SUNSCREEN

Use sunscreen with SPF 15+ when going outside



STAY HYDRATED

Stay hydrated but avoid alcohol and liquids with large amounts of sugar



COOL DOWN

Take a cool shower or bath

Oregon Health

PRESCRIPTION PRE-PAYMENT CERTIFICATES

With rising costs, we want you to be aware of the options available to help you with your prescriptions.

3 month PPC - £32.05

will save you money if you require more than 3 prescribed items in 3 months.

12 month PPC - £114.50

will save you money if you require more than 11 prescribed items in 12 months.

HRT annual PPC - £19.80

will save you money if you require more than 2 prescribed HRT items in 12 months.



PRIMARY CARE
SUPPORT SERVICES



Recipe for Lemon Pavlova (by Nigella Lawson)

Ingredients

- 6 free-range egg whites (feel free to use egg whites from a carton if wished)
- 375g/13oz caster sugar
- 2½ tsp cornflour
- 2 unwaxed lemons
- 300ml/10½fl oz double cream
- 325g/11½oz jar lemon curd
- 50g/1¾oz flaked almonds, toasted

1. Preheat oven to 180C/160C Fan/Gas 4. Line baking tray with baking parchment.
 2. Beat egg whites using an electric mixer until satiny peaks form, then beat in sugar – a spoonful at a time – until meringue is stiff and shiny.
 3. Sprinkle cornflour over the meringue, grate in the zest – a fine microplane is best for this – of 1 lemon and add 2 teaspoons of lemon juice.
 4. Gently fold until mixed in. Mound onto the lined baking tray in a circle approx 23cm/9in in diameter, smoothing sides and top. Place in oven, immediately reduce the temperature to 150C/130C Fan/Gas 2, cook for 1 hour.
 5. Remove from oven, leave to cool, don't leave it anywhere cold as this will make it crack too quickly. If your kitchen is too cool, then leave pavlova inside oven with door completely open. When you're ready to eat, turn pavlova onto a large flat plate with the underside uppermost.
 6. Whip the cream until thick and set it aside for 10 – 20 minutes.
 7. Put lemon curd into a bowl and beat gently with a wooden spoon. Taste, if it's shop-bought and add some lemon zest and a spritz of lemon juice if it's too sweet.
 8. Spread the lemon curd on top of meringue base. Now top with the whipped cream, peaking it. Sprinkle with remaining zest grated – and the flaked almonds and serve.
- Enjoy!

