

VMP NEWSLETTER



Dear Patients,

We are delighted to introduce our very first patient newsletter, designed to keep you informed about important updates, health tips, and practice news. As your dedicated healthcare team, we are committed to providing you with the best possible care and support on your wellness journey.

Our Partners

Dr John and Dr Ogundiya are our two extremely experienced GP partners. They provide medical care to our patients, including consultations, diagnoses, treatments, and preventive healthcare services. As well as managing a wide range of acute and chronic conditions and coordinating care with other healthcare professionals.

Our partners provide leadership and direction to the practice, setting policies, standards, and priorities that align with the needs of patients and the community.

Many of you have asked about the role that **Dr Doggett** plays at VMP. Dr Doggett has semi-retired (well earned!) however, likes to help Ventnor by providing support to Dr John and Dr Ogundiya when they take leave. We are delighted to have Dr Doggett to provide cover in this way as he knows our patients and the community of Ventnor.

Practice Updates

New Faces, Same Commitment: We are excited to welcome new members to our practice team, including **Mrs Tracy Savage** as a new partner and a warm welcome to our new practice manager, **Mrs Jo Bennett**. Together, we are dedicated to delivering excellence in healthcare to our community.

Tracy joins our practice as a new partner. With over 25 years of experience in primary care, she is a pharmacist who is passionate about providing compassionate, patient-centred care to individuals and families in our community.

Jo brings extensive experience in healthcare management and a deep commitment to ensuring the smooth operation of our practice. She is dedicated to upholding our high standards of patient care and service excellence.

COVID-19 Vaccination Clinics: Our practice continues to offer COVID-19 vaccination clinics to eligible patients. If you haven't already received your vaccine, please contact our reception team to schedule an appointment or inquire about availability.

Health Tips:

- **Stay Hydrated:** As temperatures rise, it's important to stay hydrated. Drink plenty of water throughout the day, especially if you're spending time outdoors.
- **Sun Safety:** Protect your skin from the sun's harmful rays by wearing sunscreen, hats, and sunglasses when outdoors. Avoid prolonged sun exposure, especially during peak hours.
- **Healthy Eating:** Incorporate fresh fruits and vegetables into your diet for added nutrition. Aim for a balanced diet that includes a variety of food groups.

Appointment System Update

We understand that trying to schedule an appointment can sometimes be challenging, especially when faced with the rush of calling at 8am to secure an appointment slot. Your feedback and experiences matter to us, and we want to address any issues you may have encountered with our current appointment system.

What We've Heard: Many of you have shared your frustrations with the 8am call system, including difficulties getting through, long wait times on the phone, and appointment slots filling up quickly. We want to assure you that we are actively working to address these issues and make it easier for you to access care.

Our Commitment to Improvement

Enhanced Call Handling: We are reviewing our call handling procedures to improve efficiency and reduce wait times for patients calling to schedule appointments. This has already involved increasing staffing during peak call times and implementing technology solutions to better manage incoming calls.

Communication and Transparency:

We are committed to keeping you informed about any changes or improvements to our appointment system. We will provide updates through our practice newsletter, website, and social media channels, and welcome your feedback and suggestions along the way.

How You Can Help: Your input is invaluable in helping us improve our services. If you have encountered difficulties with our appointment system or have ideas for how we can enhance access to care, please don't hesitate to share your feedback with us. Together, we can work towards creating a more patient-centred appointment experience.

Thank You for Your Patience: We want to thank you for your patience and understanding as we work to address these challenges and improve access to appointments for all our patients. Your health and well-being are our top priorities, and we

are committed to providing you with the best possible care.

Other roles at our practice

Have you ever wondered about the various healthcare professionals who make up our GP practice team? From doctors and nurses to pharmacists and administrators, each role plays a crucial part in delivering high-quality care to you, our valued patients.

This section of the newsletter will focus on a specific role or roles, so let's take a closer look at a key role within our practice:

Mental Health Practitioners Hub – Sarah & Jackie

We are extremely fortunate to have a team of Mental Health Practitioners, Sarah & Jackie working with us. Our MHP's are specialist healthcare professionals who have specific training and expertise in assessing mental health issues.

The MH Practitioners role includes comprehensive assessment and diagnosis to evaluate patients' mental health needs and determine appropriate interventions. The team can also provide interventions to support patients with mild-to-moderate mental health concerns. This may include psychoeducation, behavioural interventions, cognitivebehavioural therapy (CBT) techniques, and mindfulness-based approaches.

Mental Health Practitioners are also able to prescribe for our patients. The MHP's do not offer a crisis service and advice and appropriate signposting will be offered by our patient advisors/Mental Health Access Coordinators.

Should you feel you need urgent MH support a self-referral process is in place by calling 111. All access to our MHP's is available by first discussing with our mental health coordinators who can provide essential wellbeing advice across the IOW and ensure patients are signposted to the appropriate service.

*Thankyou – on behalf of the partners and staff
Ventnor Medical Practice*