

### HANDFORTH HEALTH CENTRE TEAM

We saw several changes throughout 2020 and 2021 in terms of staff based at Handforth Health Centre. Two of our long-standing GPs retired; Dr Ruth Newhouse and Dr James Shipston.

#### GPs

Dr Alastair Wallace completed his final year of training under the mentorship of Dr Shipston and has stayed with the Practice becoming our 5<sup>th</sup> Partner. Dr Wallace graduated in 2014 from The University of Birmingham and his specialism / interest is musculoskeletal and joint injections. He's a keen walker and hiker in his spare time.

#### NURSING

Sister Emily West joined our practice in May 2020 and is our lead nurse on baby immunisations, Hypertension, Cervical Screening and Rheumatoid Arthritis amongst many other things. HCA Gail Watson joined the practice in February 2021 and works alongside our existing HCA team.

#### ADMINISTRATION

Our Practice Manager of 10 years Joanne Morton left the Practice and Fiona Edridge joined the Practice in May 2021 as the new Practice Manager. She has worked for many years in General Practice. Claire Bury, Assistant Manager will be leaving the Practice after 3 years to move to work within the PCN. We have several new Receptionists and Administrators within the Practice all of whom strive to give excellent service to all HHC patients.

### KLINIK

Our online triage system has now been live for almost 18 months. The key benefits of Klinik has always been to let patients access the system 24 hours a day / 7 days per week. The requests are reviewed by a medical team during Practice Hours and patients will be directed to the best person/team in the Practice who can then best help them. This is not always a Doctor but is sometimes a nurse, a referral elsewhere or someone in administration who can assist with address changes, SARs and other admin related matters.

Please do keep telling us what you like and equally what you don't like about they system so we can implement any changes and improvements to the system.

### PRIMARY CARE NETWORK (PCN)

More and more you will hear and read about the Primary Care Network. This is essentially a linking up of 5 practices - Handforth, Wilmslow, Kenmore, Chelford and Alderley Edge. The **PCN is** working hard alongside the 5 practices to offer additional services to the practice population including pharmacists, social prescribers, care-co-ordinators, Mental Health Nurses and Musculoskeletal physiotherapists.

The PCN works alongside the GP's in order to provide the patients the specialist care they need. This frees the GP's to provide more patient focused treatment. The PCN specialists then provide the extra care that some patients need. A separate bulletin will be produced when the service is fully running.

### FACILITIES

As many patients will have seen we are investing in the Practice and are in the process of having a **new roof fitted**. We appreciate that some of the parking spaces are reduced and there is some noise when accessing services in the practice but we thank you for your understanding. This will ensure the building is safe and secure for all patients and staff alike.

### PATIENT PARTICIPATION GROUP (PPG)

The PPG meet 4 times a year, both in person and online using Teams to discuss changes within the Practise and to give a Patient's Perspective on operational changes both at a local level but also nationally. Just prior to Covid the PPG successfully created a Connect Booklet in a bid to help ease loneliness and increase social interaction amongst locals. Sadly, Covid has meant that many of the groups have disbanded but the PPGs plight in addition to being the Patient Perspective, is to be an ear for the local population and help those vulnerable and often lonely and isolated. In the Spring we hope to have further news on this. If anyone is interested in participating in the PPG, please email the Chairperson at [HandforthPPGchair@gmail.com](mailto:HandforthPPGchair@gmail.com)

### And finally.....

The Partners at Handforth Health Centre would like to publicly thank its staff for their hard work especially throughout this pandemic. They have worked tirelessly to serve the practice population. It has been a difficult 2 years, but we hope that Spring 2022 will bring with it an easing of current pressures. We also thank you, our patients for supporting us and the dedicated PPG Team who take time out of their own busy days to help us bring about change at the Practice.