

Issue 2 Willow News Winter 2018

Welcome.....

Welcome to the Winter edition of our patient newsletter "Willow News". With this newsletter, we will continue to keep you up to date with the latest health issues, and also developments occurring within the practice.


Happy & Healthy New Year

It is at this time of year that many reflect on the past year – its events, the highs, and the lows. We have been doing the same, and we would like to share our reflection with you.

Most of us are Gosport residents, and patients in the surgeries here. We want primary care in Gosport to be the best it can be for all of us, so we are working hard to maintain and develop the Practice, and the services we provide to you. Our telephone system was not fit for purpose, so we have invested in a new system, which we are developing to maximise its potential to improve telephone access. Initial feedback and data shows that this is now having a positive impact. We are also making the most of other ways for patients to access our services with eConsultations and email, and we hope you will find these useful.

We recognise that access to appointments is an issue, and we are working hard to improve accessibility for routine appointments including working with long term locum GPs. Our trained Care Navigators are working hard to make sure that patients are seen by the right person for their need. Please help them by giving them the information they need to do this for you. You can also help us to help you by signing up for Patient Access and our electronic prescribing service – please ask for more information or visit our website at www.thewillowgroup.nhs.uk.

Thank you for your understanding at this difficult time for the NHS in general, and for primary care in particular. Thank you for the feedback and letters of compliments that you have given – they are very much appreciated by us all. Finally, we would like to take this opportunity to wish you a very happy and healthy 2019.



Wish you and your family a joyful,
bright, healthy, prosperous and
happiest new year ahead. !!

Happy New Year!

What's in the newsletter this season?

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Our Patient Participation Group

The Willow Group PPG has been in existence for nearly 2 years – as long as The Willow Group! It was brought together by patients involved in the individual PPGs of the four GP sites. Quarterly meetings are held when topics discussed can range from future plans and current problems or concerns with respect to the practice and the NHS in general. The group provides an opportunity for patients to contribute in a positive manner with ideas and suggestions.



The demand on one's time is not that great but like most voluntary groups there is a tendency for the membership to predominantly consist of our retired patients. It would be a great asset if a few of our younger patients could find time to volunteer to serve on this group as it would significantly increase the scope for input at the meetings.

If you are interested in joining the group or would consider being part of a 'virtual' group please contact the Chair of The Willow Group PPG, Georgette Houlbrook at: georgettehoulbrook@btinternet.com or 07786 957646.

Are you a carer?

Do you look after a relative or friend who, due to frailty, physical or mental illness, addiction or disability, cannot manage without your support? If so, you are a carer and you may want to talk to someone about your caring role and any support needs you may have. Many see their caring role as part of their family relationships and do not see themselves as a 'carer' until they reach crisis point, missing out on the information and advice that is available.

You can make an appointment with our Surgery Signposter to talk to someone about your caring role. We will listen to you and support you. They aim to help you improve your health and well-being and get the balance right in your life again. They can help with:



- Recognising and valuing the role you have
- Opportunities to talk in detail about the role and how you feel
- Information and advice, including who else can help you
- Eligibility for benefits and financial support
- Support to access a break or help around the home



Winter Fitness

This winter we want to promote exercise and increasing activity. You will be aware that obesity and increasingly sedentary lifestyle are major factors in a number of illnesses including diabetes, heart disease and stroke as well as some cancers and as a surgery we would like to help people become more active and healthier in a sensible and sustainable way.

Did you know that “Fareham & Gosport Walking 4 Health” meet at Forton Medical Centre every Tuesday at 10am for a 45 minute walk – no need to book, just turn up for gentle exercise with a friendly group.



Members of our team, Dr Sabine Bohmer, Nurses Kerie Hargrave, Julie Gray, Nicola Robertson, Vicky Elloway and Administrator Jenny Aris have also been keeping fit whilst raising money for Alzheimer’s Society.

Well done team!!

You Said, We Listened and We Actioned

Many of you have completed our ‘Friends & Family’ surveys, posted in our Patient Feedback boxes or on Facebook. We are very grateful for the time and thought you have put into your feedback and we enjoy working with you to improve your patient experience.

We are delighted to announce, following patient feedback regarding contacting us by telephone, that we have now upgraded our new telephone system. This upgrade can now manage the high number of telephone calls that we receive daily. You will also be told what number you are in the queue, if there is one.

We have also received very positive feedback regarding our Facebook messaging service, which was offered as another method of contacting us whilst we were awaiting the new telephone system. As this method has proved such a success, we shall be continuing this service for you.

Please send your feedback to our Patient Experience Team at fgccg.mywillowexperience@nhs.net, make a suggestion in our Patient Feedback box on each of our sites, or pass your feedback to our Patient Participation Group – they are here to help you get the best from the surgery.





With our very best wishes to Dr Stuart Morgan on his retirement



Dr Stuart Morgan

We would like to wish Dr Stuart Morgan a long, happy and healthy retirement as he holds his final surgery on 31st January 2019. His 28 years of working and striving for the purpose of helping others and help them live happier and healthier lives have been an absolute joy to everyone, staff, and patients alike. Dr Morgan has indeed made a permanent mark on everyone here at the Willow Group – and as Senior Partner at Brune Medical Centre - with his commitment, words of wisdom, timeless wit and red socks! I shall not be the only one to announce that he will be irreplaceable in the eyes of everyone who has had the fortune to work with him, or be a patient of his.

In Dr Morgan's own words, he has "concluded that the time has come for me to step aside from regular GP work, and to make a fresh start, doing something completely different. So, in March, I start a one-year full-time boatbuilding and restoration course at the International Boatbuilding Training College (based in Portsmouth's Historic Dockyard). For several years now, I have been dreaming of doing this course when I retire."

I want to thank you, my patients: for placing your trust in me, and for your support, particularly in the more difficult recent years. Thank you especially, for all your kind messages of thanks and good wishes in the last year.

I owe a huge debt of gratitude to my colleagues in the Practice, for all their generous and kind support and, indeed, to Southern Health NHS Foundation Trust, who stepped in and supported General Practice in Gosport when it was at risk of collapse. The NHS, General Practice, and General Practice in Gosport in particular, is under huge pressure. I am proud of the team that I work with – they are hugely committed to you and to each other. I wish them every success as The Willow Group strives to maintain and further develop the services you receive."

For more information on our services, please visit our website

www.thewillowgroup.nhs.uk

Or join our Facebook page

www.facebook.com/thewillowgroupnhs/

