

Wargrave Patient Participation Group Newsletter

*The Patient Participation Group exists
to strengthen communication between patients and the surgery,
delivering positive health outcomes for the local community.*

Welcome to the latest Wargrave Surgery's PPG newsletter. We have significant updates to share with you regarding on line services and flu clinic progress – and a profile of our new Practice Manager.

Focus on Stephen Collier

Stephen joined the surgery in August this year as Practice Manager. This new role sees him continue his career in healthcare, having previously worked in community pharmacy for Boots and Lloyds. Stephen says that, whilst he was looking for a new challenge, he wanted to continue to deliver patient benefits and believes that Wargrave Surgery will give him that opportunity.

He is used to dealing with healthcare professionals and patients alike and is looking forward to bringing his experience to Wargrave – into a team that, as he says, takes a lot of pride in its work. “It is clear that they care”.

Stephen is one of three brothers; his twin is a chef at Gilbey's in Eton and his younger brother is in film production. He and his wife Emma live, where they both grew up, in Old Windsor with their two young children. Emma works for a car leasing company and, what with their busy working lives, both feel fortunate to have their parents nearby to help with childcare.

And the busyness doesn't stop there! At present they are renovating their house and Stephen is also studying for a Diploma in Accountancy. All of which doesn't leave them with much spare time, but when he can, Stephen likes to get out on the river and fish – something he's been doing since he was a youngster. And they both like to relax by watching films – perhaps with a delivery from the nearby Italian restaurant, Punto's.

Holidays see the family heading to the child-friendly Greek Islands – although both Stephen and Emma love travelling in the USA and have made a number of trips to New York, Hawaii and Florida. Both would love to visit New Zealand where Emma has family.

(Photo)

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Flu Season 2020

The September flu clinic ran smoothly with 872 people being immunised in total. The surgery was able to send texts to 150 patients on the day (not previously booked in) encouraging them to come in. Despite the additional Covid safety measures in place, everyone was seen without undue wait times and any inconvenience.

The flu clinic for 50-64 age group is likely to be in November depending on Government guidelines and vaccine stocks. **Please keep an eye on the surgery website for updates.** And if you have had correspondence regarding child vaccinations or your child is in a qualifying age group or risk category then please call the surgery. Indeed, please call if you have any queries concerning the flu clinics.

On-Line Services

As we mentioned last month the surgery has a new computer system and those of you who already use on-line services will need to re-register to continue to access these. An e-mail is on its way to all patients who are current users. This will be from 'Your Healthcare Provider' and will come from the new Wargrave surgery computer system.

You will be given a choice of on-line service providers in order to register. The surgery recommends the first option 'Patient Access' although any of those listed will work. And you will need the unique codes on the bottom of the e-mail to complete the registration process. You don't need to provide any ID as this was recorded when you previously signed up.

When this is completed you will be able to view and request your repeat medications and see upcoming appointments. If you previously had access to your full medical history, you will need to contact the surgery to put this in place again. And if you have never previously used on-line services, visit the surgery website to register in the first instance.

All of this might seem somewhat time consuming, but ultimately it will help the surgery delivery and better and more efficient services for patients with much improved communication.

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Getting in touch

It's worth remembering that if you want to get in touch with the surgery for anything other than appointments it's best to call after 10.30 am. And the website is there to help you access useful information which might answer some commonly asked health questions. www.wargravesurgery.org.uk

Local volunteer support

We all know that this has been a difficult year with Covid presenting challenges for many people. Support, particularly for elderly and vulnerable people, has become even more important in recent months - and locally there have been tremendous efforts to offer that support via Wargrave Coronavirus Help set up by Michelle Bryan. The aim of this group is to help residents who have to self-isolate. If you live in Wargrave and need help - or know someone who does - please contact Michelle on 07966 585529.

Jane Love
Patient Participation Group

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