

### Dr Caroline Welch - Retirement

After 30 years as a GP, Dr Welch will retire from this practice on the 31<sup>st</sup> May 2019. Caroline joined us in Sept 2002 and has contributed greatly in the areas of Family Planning, Medicines Management and Diabetes. The 17 years she has been with us has been a period where the role of the Family GP has changed considerably and we thank her help during this period. Personally Caroline has an interest in art and design, particularly in the area of maritime painting and drawing which she will develop further during her retirement alongside her other passion, sailing. This is a planned retirement and Dr Rosanna De Cata who was recruited earlier in the year will be taking over Caroline's patient list. For those patients who wish to say farewell they can join her for tea from 2pm to 5pm at Liphook surgery on Friday 31<sup>st</sup> May 2019



**Practice Opening Times**  
**Monday to Friday**  
**8.00am to 6.30pm**

**Late Surgery**  
**Alternate Monday**  
**evenings between**  
**Liphook and Liss**  
**6.30pm to 7.30pm**

**Saturdays**  
**Twice monthly**  
**8.45am to 10.45pm**

**Online Services**  
 Please remember that you are able to book an appointment, order a repeat prescription & view your medical records online through our practice website [www.liphookandlissurgery.co.uk](http://www.liphookandlissurgery.co.uk)

**Join our Patient Participation Group**  
**"Have an Input into Decisions Affecting The Practice"**

We have had an active Patient Participation Group (PPG) now for over 10 years, meeting every 3 months to discuss the performance and operations of the Liphook and Liss surgeries. We are keen to expand the PPG to ensure we continue to fully represent the patients and therefore would like to hear from any patient interested in joining the group.

**Your Views**  
 If you wish to make any comment or provide feedback about this newsletter Please visit our website at [www.liphookandlissurgery.co.uk](http://www.liphookandlissurgery.co.uk)



### Dr Rosanna De Cata

We mentioned that Rosanna would be joining us as a salaried GP in our last newsletter. Rosanna has now been with us since 5<sup>th</sup> February and with effect from the 1<sup>st</sup> June she will be working on a Tuesday, Wednesday and Friday, taking over the patient list of Dr Welch who retires on the 31<sup>st</sup> May.

### Liss Surgery Parking Safety

The car park outside the Liss surgery is constrained for space and difficult for manoeuvring and as a result we have had a number of accidents and incidents. Liss surgery is very fortunate to have a free public car park immediately opposite which always has space available

To reduce the risk of further accidents we would ask patients to park in the car park opposite Liss surgery. With effect from the 1<sup>st</sup> June parking at Liss will be designated for the use of staff, disabled patients and mothers with young children only.

### Dr Richard Hardwick

It is with great sadness that Dr Richard Hardwick has died aged 93. Some of you will remember him when he was a doctor in this practice from 1959 until he retired aged 67 in 1992. After 33 years of devoted practice in Liphook he retired to Passfield where he kept his bees and dogs. He was active in the Parish Council and was a keen gardener and played tennis regularly. He was an enthusiastic hill walker climbing in the Lake District until he was over 80. He is survived by his wife Valerie and his four children two of whom are doctors, which continues the long family tradition as his grandfather, father and brother were also general practitioners. The picture opposite was taken at his retirement party in 1992.



### Patient Survey 2019 – Positive Results!

As a practice we are keen to capture the views of patients and act upon them. This survey formed part of an action initiated by our Patient Participation Group (PPG) which was completed in January this year. In total 246 patients completed a nationally recognised and approved survey which enabled a comparison of our results to similar sized practices across the country. A summary of the results follows:

**Positives**

- Overall score 4% above the national mean and upper quartile

- Telephone access 34% above national mean
- Speak to a practitioner on the phone 10% above national mean and upper quartile
- Waiting Time 9% above national mean and 1 point short of top quartile
- About the practice – all results above national mean score.
- About the staff all upper quartile – reception staff 1% above

**Negatives**

- See practitioner within 48 hours – 11% below national mean

- See practitioner of choice 1 point below national mean

**Anecdotal comments**

From 246 surveys completed 63 comments were made – main highlights were:

- 23 very positive – complementing the practice
- 14 commented - appointment time/availability/weekends and evening
- 6 commented – privacy at reception an issue

**The full results can be viewed on our web site [www.liphookandlissurgery.co.uk](http://www.liphookandlissurgery.co.uk)**

### Moving forward - Action on Patient Feedback

**Privacy** - The PPG is working with us on improving privacy as space is at a premium at both our sites. We will be looking to create better signage so that patients can ask to speak in a private room if they wish. We will also look at possible queuing systems, particularly at Liss.

**Appointment Times and Weekends –**

A number of comments were made about appointment availability. To clarify the position, appointments are available at this practice

outside the usual 8am to 6.30pm weekdays on Monday Evenings 6.30pm to 7.30pm and 2 Saturday mornings per month. There is availability at Swan surgery Petersfield from the 1st June 2019 to see a GP until 10.30pm, Tuesdays, Thursday's, Saturday and Sunday. With additional extended hours options In Waterlooville. These services are run by local GP's with full access to your clinical records. If you require an appointment outside the usual times please ask the receptionists next time you call.

### NHS App

Patients are now able to access the NHS app which is currently being rolled out across the country. The NHS app will provide the following benefits, allowing patients to take charge and better manage their health care

- check their symptoms
- find out what to do when you need help urgently
- book and manage appointments at the surgery
- order repeat prescriptions
- securely view your GP medical record
- register to be an organ donor
- choose how the NHS uses your data



The app is available for download from the usual app stores where you can register. All you need to register via the app is an item of photo ID.

### Carers

As a practice we are conscious of the growing number of our patients that are looking after a loved one who is perhaps getting older or suffering from an illness or disability. We fully recognise the stresses and strains that this can involve and that at certain times a carer would like some support. Although there are a number of national organisations that provide this, such as Carers UK, I would also like to mention The Princess Royal Trust for Carers in Hampshire that can also provide valuable support – please see their web site or call 01264 835246

<https://carers.org/partner/princess-royal-trust-carers-hampshire>

If you are a carer please let us know as we are keen to support you.

### Recall Systems

We want to give our patients the best outcomes and guidance that we can. To do this we need to ensure that we have an organised process for reviewing our patients with any long term conditions on at least an annual basis.

Our updated recall process will enable you to manage your own health check easily and help us to see at a glance when your check is due. We appreciate that some people will have already had their annual checks done quite recently.

However in order to get the new system working well and everyone having their review around their birthday, we would ask that people still arrange a review when they receive a letter inviting them to do so. This way, the system will soon be up and running smoothly.

Your first invite will be sent by letter with any subsequent reminders being sent by either text or email.

### Liphook & Liss Surgery Marathon Runners' Achieve Personal Best

Pictured are members of our nursing team Lucy and Kathryn proudly showing off their medals having successfully completed the 2019 London Marathon and Dr Forshaw who completed the Brighton Marathon earlier in April. All three raised funds for their respective charities: Arthritis Research UK, Guide Dogs for the Blind and Liphook Community Centre. Well done to the three of them for their dedication in training for these events through the winter months!

The practice has become affiliated with Hogmore Parkrun for staff and patients to encourage a national organisation who organise free, weekly, 5km timed runs for people of every ability. They are open to everyone and are safe and easy to take part in. For more information about the local group visit the website at [www.parkrun.org.uk](http://www.parkrun.org.uk)

