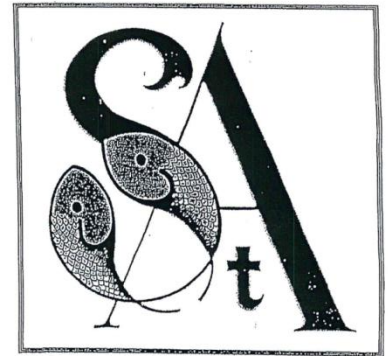


# St *AndNEWS*



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## Working hours

- Monday  
8.00-18:30
- Tuesday  
8.00-18:30
- Wednesday  
8.00-18:30
- Thursday  
8.00-18:30
- Friday  
8.00-13.00  
14.00-18.30

## Announcement: Expansion to New Premises at Eastleigh Health Centre

We are delighted to announce that, due to the continued growth and success of our practice, from October 2024 we are expanding into additional premises at Eastleigh Health Centre. This exciting development will allow us to better accommodate the increasing demand for our services, offering greater appointment availability and enhancing the overall patient experience.

Please be assured that this expansion does **not** represent a merger or change in ownership. We remain proudly independent as St Andrew's Surgery, and our commitment to providing the highest standard of patient-centered care remains our priority. The expansion simply enables us to offer more flexibility, convenience, and resources to better serve our community.

As part of this change, patients may be offered appointments at either our current location or the new premises at Eastleigh Health Centre. This will give you greater choice and convenience, and we will continue to work closely with you to ensure that your needs are met in the location that best suits you.

Further details regarding the opening date of the Eastleigh Health Centre premises will be provided in the coming weeks. We are grateful for your continued trust and support as we grow and enhance our ability to serve you.

Thank you for being a valued part of St Andrew's Surgery.



## More Space? More GP's?

In 2016 we had a team of 5 regular GPs and 2 registrars (GPs in training) looking after a total list size of 9,200 patients. In the 8 years since we have seen a 42% increase in our list size to over 13,100 patients, and at the same time the GP workforce has shifted towards a more part time working model. In reaction to this St Andrew's has increased the number of GPs working with us. The expansion into Eastleigh Health Centre and additional room capacity there means we now have 10 regular GPs in the team as well as training 4 Registrars.

In that time, GPs you may have been familiar with, like Drs Gavin, Dakeyne, Foy, McSparron and Miles have left in recent years. In the last year or so Dr Fitton and Dr Taylor have also moved on to other career projects. This means your 'usual GP' may have changed. Over the summer we recruited into our vacancies and have a full compliment of GPs.

Our GP Partners are: Dr Muhlemann, Dr Revill and Dr Popplewell

Our Salaried GPs are: Dr Keogh, Dr Aggarwal, Dr Aung, Dr Le Grice, Dr Calver, Dr Shaw and Dr Palacci

All of our patients will be assigned to one of the 10 GPs as their Usual GP and they will generally see all of the letters and results sent to us from other healthcare providers and co-ordinate care. Where possible we encourage patients to see their Usual GP to ensure the best continuity of care when you need to be seen by a GP.

## Help us to help you, do you need a GP?

It is not always necessary to see a GP. Our reception team are trained to get patients an appointment at an appropriate time with an appropriate clinician, which may not be the GP. To do this they may ask you a few questions, as directed by the GPs to check they are signposting you correctly.

In addition to our in surgery Nurse Practitioners, the Primary Care Network (Eastleigh Health PCN) are able to offer other clinicians who are well placed to examine, diagnose and treat/refer. You may have access to an earlier appointment and will create capacity with our GPs to see those patients who only a GP can help.

Pharmacies are also able to offer a wider range of treatment solutions.

There is also an increase in online support for Healthcare where the condition can be managed at home, by the patient. Referring to the NHS website (adults) or Hampshire Healthier Together (children) it can help to guide you as to what the problem may be, when you should seek help and from where. There is more information on future pages.

Online consultation has been part of the GP Contract for several years and to date we have had this commissioned for us from e-consult. Unlike some practices who require all contact by this method we have not promoted its use, this is because we do not believe it is the best experience for either patient nor the surgery. We are currently exploring opportunities with alternative suppliers to allow patients the choice to interact online, but with a far better experience, including the ability to book an appropriate appointment directly. Please watch this space.

# 96%

of St Andrew's patients rate the surgery as Good or Very Good (Friends and Family Test)

# 96%

said our reception and admin teams were helpful\*

# 75%

said it was easy to contact the surgery by phone\*

# 89%

described their experience of contacting us as good\*

\*National GP Patient Survey 2024

## Primary Care Network (PCN) – Eastleigh Health

### 1<sup>st</sup> Contact Musculoskeletal (MSK) Practitioner

Instead of seeing a GP for an MSK issue (aches and pains in your muscles and limbs) the MSK practitioners are able to diagnose and offer onward referral and treatment options, just as the GP would.

### Paramedic

The PCN has paramedics who predominantly undertake our home visits for those patients who are housebound. However, they are also able to undertake many other roles, have been involved in our vaccination programmes and can also see some urgent on the day cases.

### Pharmacist

The pharmacist undertakes a lot of work for the PCN in both diagnosing conditions and in prescribing medication. You may get a call from them as they seek to help improve health outcomes across Eastleigh.

### Care – Co-Ordinator's

Sometimes the health system can be a confusing place to navigate and our care-coordinators are here to help with that. We currently have four, one working with our patients with Learning Disabilities (and their carers), one working with our care home and housebound patients and another working with those patients diagnosed with cancer. Our newest care coordinator will be working with patients on digital issues, ensuring patients have access to the NHS digitally and are set up with the NHS App. If you or someone you know would like to be able to use technology better for their healthcare, they are here to help you.

### Mental Health Team

We have a large Mental Health Team within the PCN. We have Health and Wellbeing assessors (through Solent Mind), Social Prescribers, Health and Wellbeing coaches as well as Mental Health nurses. Patients can self-refer into the team or be referred by the GP Practice.

## Pharmacy First

This is a healthcare initiative designed to help people access advice and treatment for minor illnesses directly from their local pharmacy without needing to visit a GP. It allows patients to get professional help for, among other minor illnesses, the following conditions:

Sinusitis (12 and over)	Sore throat	(5 and over)
Earache (Age 1-17)	Infected insect bite	
Impetigo (a bacterial skin infection)	Shingles	(Over 18)
Uncomplicated urinary tract infections in women		

The reception team may advise that you can get the treatment you need through your local pharmacy rather than seeing a GP.

## Healthier Together and the NHS website

We understand how difficult and stressful it can be when you feel ill, and we are here for you in those times. However much of the urgent demand presently is for minor illness where self-care and over the counter medication are most appropriate. These 2 resources are here to help you understand your illness, what you should do, and when you should look to get help from either the Surgery or call 999.

### Healthier Together (for children)

[www.what0-18.nhs.uk/](http://www.what0-18.nhs.uk/) offers advice and guidance for parents regarding what they should do if their child is unwell. They have recently added a new button on the homepage specifically for Strep A and Scarlet Fever. We would encourage all parents and guardians of our young patients to use this resource first and call us when advised. It is available both on the website and also as an App for both Apple and Android users. As a parent myself I have found it invaluable at times.

### NHS Website (for adults)

[www.nhs.uk/conditions/](http://www.nhs.uk/conditions/) and also available on the NHS App by pressing 'Advice' has a huge A-Z list where you can get advice about your current healthcare issue. It will advise what you can do, and when you should seek help from your GP, and if you should go to A&E.

**By using these resources in the first instance and calling the surgery when appropriate you will ensure those who need to be seen are, and we can also return our routine care to normal levels. Thank you.**

## Communication – Text, email and App

The NHS is changing and how it communicates with patients is changing too. A lot of work is being done to the NHS App to allow the integration with GP IT systems and communication to improve.

Text – We still maintain this as a very good way to contact our patients. The vast majority have a mobile number attached to their record and it is a fast and effective method of communication. However text messaging costs the NHS millions of pounds each year.

Email – Email is another good form for us to communicate with you. We have far fewer email addresses for our patients, however if you would be willing for us, and the wider NHS to contact you via email, consider adding your email address to your record.

Notifications – Users of smartphones will be used to 'Push Notifications' used by many Apps now. The NHS is looking to develop the functionality of the App to allow it to be used as an effective communication method. If you do not have the NHS App, please consider installing it and linking it to your patient record. You can use it to book appointments, order repeat medications and functionality to allow it to triage and directly book an appointment for you is being developed for the future.



[www.standrewssurgery.co.uk](http://www.standrewssurgery.co.uk)  
[hiowicb-hsi.standrewssurgery@nhs.net](mailto:hiowicb-hsi.standrewssurgery@nhs.net)

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