



Spring House Newsletter

JUNE 2022

STAFF UPDATE

We are delighted to welcome two new GPs to the Spring House Team, who joined us in October & November 2021. Dr Prithvi Boyinapalli (M) and Dr Tai Sangodele (F). Both are proving to be excellent additions to the team.

We now have Eleesha Pentiah, our inhouse pharmacist, who works closely alongside our GPs. Eleesha is available for medication reviews and queries. Appointments are available for you to speak with Eleesha five days a week and she is here to assist you with any queries you may have concerning your medication.

We are pleased to confirm that Jane Gillespie has now joined Angela Smith and Louise Casey, our lovely team of Social Prescribers. They are all qualified to assist with a multitude of issues from housing, PIP applications, and bereavement. They also provide personalised support to individuals, their families and carers, to take control of their well-being, live independently and improve their health outcomes. These clinics are currently held on Mondays and Wednesdays; however, home visits are also available for those unable to attend the surgery.

Marie McCann has also joined our nursing team and is highly qualified to carry out a multitude of nursing needs. Marie will also be leading a Smoking Cessation Clinic. She also leads on hypertension.

We have Jane Bozier our mental health nurse who joined us in June 2020. Jane works every Tuesday and offers evening appointments as well as day-time.

We have first contact physiotherapists working two days in the surgery who can triage into MSK (Musculoskeletal) clinics if necessary. They also offer recommendations for specific exercises to improve pain.

We have Teegan who has joined us as a full-time Care Co-ordinator. She will be working closely with our Care Home, Oakview. She also is our Cancer Admin Champion, chasing non-responders for screening as well as many other admin functions.

APPOINTMENTS

You will now have the option of either a telephone consultation or a face to face appointment with our GPs. We have learnt during the pandemic that some patients actually prefer a telephone call but obviously this will be dependent on the nature of the appointment.

We are pleased to be offering far more face to face appointments again.

We can also offer you video consultations should you prefer this option.

NHS APP/ONLINE SERVICES

You may remember a recent promotion on the introduction of the NHS App, this allows you to order repeat prescriptions, check your symptoms, get instant advice and more. For further information and to download the App you can visit www.nhs.uk/nhsapp.

Our e-consult service is available which you can access via our website. A GP will respond to any clinical questions within 48 hours.

This e-consult service offers many advantages including not having to wait on the telephone. This service is also available for queries or admin issues you may have.

BP MACHINE

We now have a new Healthcare Monitor in our waiting room that measures your BP, BMI, height and weight. This is printed out on a slip that you can then hand into reception. We are encouraging all patients to use this when visiting the surgery and your records are then updated accordingly. The 'voice' on the machine giving instructions is quite loud but please be assured it does not announce your weight, height or BP.

ARMED FORCES VETERAN FRIENDLY ACCREDITED GP PRACTICE

We are delighted to announce that we are now an active participant in the above programme, whereby, we will ask patients if they have served in the UK Armed Forces (as a regular or reservist). With your permission, we will note this in your medical record. You can make an appointment to see our clinical lead for veteran's health. This person has a comprehensive understanding of the Armed Forces, health conditions linked to service, and the dedicated support you can access.

We are aware that families of veterans can often suffer as well, so please ask about our services or book an appointment with one of our GP's.

Our clinical lead for the veterans is Dr P Boyinapalli.

It can sometimes take a while for your military health records to arrive at your NHS GP practice so please ask your military doctor for a printout of your notes to give to the Doctor at Spring House.



ARE YOU A CARER?



You are a carer if you provide help and support, unpaid, to a family member, friend or neighbour who would otherwise not be able to manage.

The person you care for may have a physical or learning disability, dementia, mental health problems, may misuse drugs or alcohol or may be ill or frail. The person may live with you or elsewhere, may be an adult or a child but if they rely on you for support, then you are a Carer.

Anyone can become a Carer: Carers come from all walks of life, all cultures and can be of any age.

Benefits of Registering as a Carer at your GP Surgery

We as a practice are dedicated to offering you as much help & support as needed & we work very closely with Carers in Hertfordshire to achieve this.

Once registered as a carer we can offer you if required:

- Flexible Appointments
- Flu vaccination and regular Health Checks
- Information & Support
- Referral to Carers in Hertfordshire

To register as a Carer please contact the surgery and speak to a receptionist or our Carer's Champion - Heather Milnthorpe who can provide you with a Carer's Pack with relevant information for you to complete and return.

A NOTE FROM THE PRACTICE MANAGER

We are very proud to have supported and cared for all our patients throughout the last two difficult years . The pandemic provided us with many challenges but I am incredibly proud of the team at Spring House. We ran vaccination clinics in the evenings and weekends. We continued offering cancer screening, baby immunisations and normal GP services throughout, although we had to change some procedures at short notice we introduced E-consults, telephone triage and video consultations to meet your needs.

As you can see, we have also made many change to continue to improve the services offered by Spring House.

In July 2021 we added an extension that provides us with four new consulting rooms. We needed the extra space for all the new staff we have recruited.

We have also resurfaced parts of the car park, repaired ramps and steps and freshened-up the outside with a lick of paint.

Inside, we now have electric doors, another wheelchair ramp and hand-rails for our less-able patients.

We encourage patients to give us feedback regularly so please let us know your thoughts

Corinne Nightingale

OUR ETHOS.....

"Spring House is dedicated to provide an exceptional standard of care, we pride ourselves on treating everyone fairly and equally.

All of our staff constantly strive to offer a warm, friendly and professional service."