

FRIENDS OF STOW SURGERY

Registered Charity No. 1086648

FOSS Newsletter No.79 Spring 2024

24th ANNUAL GENERAL MEETING

TO ALL PATIENTS

Please come to the meeting on Thursday 25th April 2024 at 7.30pm

At St. Edward's Hall, Stow on the Wold

For the presentation of the Annual Report and Accounts

And the election of the Officers and Committee for the year 2024/2025

***Nominations must be in writing and received by the Secretary 14 clear days before the meeting.**

The meeting will be followed by

A TALK BY KAREN PRICE

Social Prescribing Link Worker for Children and Young People

And

A TALK BY JOANNA HAMMOND

CEO of Cotswold Friends

ALL PATIENTS OF THE SURGERY ARE CORDIALLY INVITED TO ATTEND

Surgery Update

We are very pleased to be able to confirm the appointment of Dr Sophie Mills, an experienced GP who will be joining the practice in June 2024. She will be working 3 days a week.

Steven Clarke is a First Contact Physiotherapist and has been recruited by the North Cotswolds Primary Care Network to provide initial triage and signposting for patients with musculoskeletal problems. He is currently based in Stow Surgery on Tuesdays and Thursdays but also has appointments available (which can be used by Stow patients), at other locations within the North Cotswolds on other days of the week.

We have a number of new Clinical Administrators employed to support the non-clinical team. There is a lot to learn and a steep learning curve for those who have not worked in a GP practice before.

We would be grateful if patients could bear with us whilst these individuals are training and understand if queries are not able to be answered immediately.

Ellie Mustoe is a student nurse on placement at the practice currently. She is just finishing the 3rd year of her degree before she will become a fully qualified adult nurse later this year.

Frailty Team – the Frailty Team, coordinated by the North Cotswolds Primary Care Network is expanding and Fiona Eggerton, Frailty Matron who many of our frailer patients will know now has an experienced team around her. A number of health and wellbeing coaches have been employed to assess patients and Dr Sangeeta Kulkarni, Consultant Elderly Care Physician is now also available to support the team.

Cloud Based Telephony

Some of you will be aware that our new telephone system is in situ and we are all relieved that the install went smoothly after a turbulent few weeks in February when patients experienced many issues trying to contact the surgery. We apologise for the inconvenience and frustration caused at that time.

We have received positive feedback about the new system, particularly the features which advise how close you are to the front of the queue and the call-back system. Feedback is important to us as it means we can continually evaluate what is going well and areas where we can look to improve. If you would like to provide feedback, please use the form on our website (see link below).

<https://stowsurgery.co.uk/navigator/feedback/>

The call-back feature on the telephone system enables callers to retain their place in the queue without waiting on the phone. The system will automatically return the call when the place in the queue is reached. We are aware that our lines do get very busy and we'd like to encourage patients to try this feature and gain confidence that they will receive a call back. The system will attempt a call back twice (with a 2-minute interval). If the call is not answered then the caller will be required to phone again.

In addition to these features, we are now recording all calls. This will help with the training and support of the Clinical Administrators and enable complaints / feedback to be reviewed more efficiently.

Covid Vaccinations – Spring Booster

A Covid-19 booster vaccine will be offered to the following groups this spring: -

- adults aged 75 years and over
- residents in a care home for older adults
- individuals aged 6 months and over who are immunosuppressed

Invitations will initially be sent out by text message so please ensure that the surgery has your up-to-date mobile number. Patients without a mobile phone will receive an invitation by telephone.

Vaccination Clinic Dates and Venues

April

Sat 27th & Sun 28th – STOW SURGERY

May

Sat 4th - NORTHLEACH SURGERY

Sun 5th – FOUR SHIRES MEDICAL CENTRE

Sat 11th & Sun 12th – FOUR SHIRES MEDICAL CENTRE

Sat 18th – FOUR SHIRES MEDICAL CENTRE

Sun 19th – NORTH LEACH SURGERY

Please note that these are not drop-in clinics and an appointment is required.

Technology and Digital Inclusion Social Prescribing Link Worker.

In the last newsletter we mentioned the appointment of Lauren Woods.

Lauren has commenced a project in the North Cotswolds, in conjunction with the NHS and Gloucestershire Rural Community Council's DAISI project to collect, refurbish and redistribute technology to those in need. Stow Surgery is an allocated drop off point for old / unwanted laptops, tablets and mobile phones.

Lauren is also running a weekly group at the George Moore Community Centre in Bourton on the Water on Tuesday mornings (10.30am – 12.30pm) supporting patients to get the most out of the NHS App.

For further information please contact Lauren on 07467 923154 / lauren.woods15@nhs.net

Dates For the Diary 2024

The surgery will be closed / run on a skeleton staff, for staff training from 12.30pm on some Tuesday afternoons during 2024. These will often be on the 3rd Tuesday afternoon each month. Please see the most up to date information on the surgery website.

In addition, there will be some group learning afternoons on the following dates: -

9th July 2024

11th September 2024

14th November 2024

If you require the services of a doctor during the times that the surgery is closed, please call the usual surgery number (01451 830625) and the duty doctor will arrange to speak to you / make you an appointment to be seen.

When the surgery is closed: -

- Please dial 999, in the event of a life-threatening emergency.
- If you require the services of a doctor or are unsure as to the severity of a problem, please dial 111 or access 111 online (111.nhs.uk) for further information / advice.
- The Minor Injuries Unit at North Cotswolds Hospital in Moreton in Marsh is open from 8am - 8pm every day. If you are suffering from a sprain, cut / wound, skin problem such as a rash, bite, sting or infection, minor eye injury, minor fracture or minor head injury then this is the place to go. The telephone number is: 0300 421 7777
- Live waiting times for the Accident & Emergency Departments in Gloucestershire are available here <https://www.gloshospitals.nhs.uk/our-services/services-we-offer/emergency-medicine/>
- If you require the services of a District Nurse, they can be contacted on 0300 421 8942 (please leave a message if necessary and someone will get back to you).
- The local pharmacy opening hours are available here <https://www.nhsglos.nhs.uk/your-health-services/urgent-advice-and-care/#link-community-pharmacy>

Cotswold Friends Community Garden

The beautiful Cotswold Friends' Community Garden at the Surgery will be re-opening in April. The garden is a space to be enjoyed by everyone, you don't have to be a gardener! The garden has been constructed to allow disabled access both to the site and the planting beds so everyone is welcome and can get involved. It also includes a Memorial Rose Garden which we hope can become a peaceful place to retreat to when dealing with grief - a quiet place to visit, reflect and remember. If you would like to donate and plant a rose in memory of a loved one, please contact Cotswold Friends.

They are also looking for Volunteers to help the garden flourish, both Gardening Volunteers and Tea&Cake Volunteers are needed. The latter being there to welcome clients with a friendly face, a cup of tea and a slice of cake. So, whether you're green fingered or a keen baker, they'd love you to get involved! Please contact activities@cotswoldfriends.org or call the team on 01608 692811 to find out more.

The garden will be open to Clients of Cotswold Friends every Wednesday from 1.30 – 3.30pm but can be visited any other time to sit, relax and reflect in.

Friends News

We continue to be extremely grateful to all our donors enabling us to continue our support to the surgery in both equipment and services.

So, thank you to our regular donors and to our donors who prefer to remain anonymous.

Also, FOSS is very grateful for the legacy donation received recently.

Odditeas

The FOSS committee is very grateful for the fundraising of the Odditeas. Their events take place at Chastleton Church from 1.30-5pm on the following dates this year:

25th April, 29th May, 20th June, 10th July, 14th August, 25th September and 30th October.

Please pop along and enjoy a cup of tea and homemade cakes!

Newsletters subscribe / unsubscribe

To effect changes, write to us (printed copies) or email us (emailed copies) and as appropriate we will add you to, or delete you from, our lists.

Your present FOSS committee

Officers

Chair Tim Churchward
Secretary Patrick Mattock
Treasurer Paula Evison

Committee Members

Noel Sidgwick

Our email address: fossc2000@gmail.com

Our postal address: c/o The Surgery, Mangersbury Road, Stow on the Wold. GL54

Surgery Opening Times

The surgery building is open from 8am to 6.30pm, Monday to Friday (excluding Bank Holidays).

Dispensary

Dispenser available: 9am – 4pm

(Prescriptions can be collected at any time during the building opening hours)

Telephoning the Surgery

Appointment requests, general enquiries and results of blood tests etc - 8am - 6.30pm

Prescription requests (choose option 2, followed by option 1) – 8am - 6.30pm

Telephone numbers:

All daytime enquiries – 01451 830625

Dispensary – 01451 833482

Out of Hours – 111

