



DOWNLAND PRACTICE

Patient Info Sheet Issue No: 020 (Jul 2022)

Welcome to the Downland Practice patient info sheet, we have the following updates:

1. Abuse of NHS staff
2. Autumn Flu and Covid-19 Clinics Appointments
3. Change GP Requests
4. Facebook Page
5. Compton Patient Specimen Samples
6. Foodbank Donations
7. GP Appointments

Abuse of NHS staff

There have been several patients behaving in an inappropriate manner towards the staff whilst using the pharmacy, practice telephone and text messaging facilities. Behaving in an inappropriate manner towards our staff is not to be tolerated. We have now placed up NHS posters across both sites to remind patients to behave when using NHS services at the downland practice. This is still an issue at the practice, patients who misbehave towards any of our staff will be given a warning letter, where appropriate then the Police will be informed, this may end up with the patient receiving a Public Order Offence and being removed from the Downland Practice List.

Autumn Flu and Covid-19 Clinics

Flu Clinics – Flu Clinics will be taking place on the Saturday of the 1 and 15 October 2022 and Sunday 9th October 2022. These are likely to be 65 and overs and those who are at clinical risk and Covid-19 Booster Jabs will also be on offer. It is important that you book your flu and covid-19 with your GP practice to support the income we get to pay for services at the practice. You may be offered this service from local pharmacies but we would rather you book with us at the surgery.

Change GP Requests

We are getting several change GP requests; this is where the patient's named GP is requested to be changed for another GP. Please be aware that if the GP you request already has a full list of patients, then you will be allocated to a GP who has gaps in their patient list. Dr Curtis has had his patient list split up with the other GP partners until Dr Victoria Ashall joins the team in early November 2022, patients will then be transferred over to Dr Ashall.



Facebook Page

Dr Stephanie White is in the process of setting up a Downland Practice Facebook page. This will be used to keep patients informed of developments at the surgery and of any coming changes to services. This will be used alongside the Practice Website for patient information.

Compton Patient Specimen Samples

Can patients who need to drop off specimen samples at the Compton branch please do so in the correct container they have been given by the Downland Practice staff and before 10.30 Monday to Friday. Patients who turn up at Compton after 10.30 with a sample should be advised to either take the sample ASAP to Chieveley or come back with a fresh sample on the next working day before 10.30.

Foodbank Donations

There is now a foodbank collection point set up at the main entrance to the Downland Practice at Chieveley. Patients are welcome to donate food that has a long shelf life.

GP Appointments

GP appointments are increasingly getting longer to book in for routine appointments, this is mainly due to the 6.5 million patients who are waiting to be seen in secondary care. We have a new GP Dr Sarah Leaver starting on the 25 July 2022, she will be seeing many patients who are needing routine primary health care. Dr Leaver will be with us until mid-October 2022. GP appointments at Compton on a Monday will be AM appointments only from the 1 August 2022.