



Patient Newsletter

Issue 1 – Sept 2019

Wyvern Health Partnership

As you are all probably aware, we are currently working on merging 6 practices (Merchiston, Hawthorn, Kingswood, Old Town, Priory Road and Lawn). This work started over 2 years ago and we are making good progress towards our goal. As yet there is no date for merging and this will happen when we are all ready.

We know that this may concern patients, particularly in light of the 5 practices in Swindon that were taken over by the IMH group but we want to reassure you that our approach is very different, and will remain a Partner owned organisation.

As patients will be aware, our GP practices are experiencing increasing demand on our services with considerable pressures on the resources, and on our teams in particular. The creation of the Wyvern Health Partnership will ensure that we continue to operate in the best interests of you, our patients, who are at the centre of everything we do.

The aim of the new partnership is to deliver a lasting and efficient primary care service, which can attract and retain GPs, other clinical staff and support staff. This in turn will improve the quality of care, and patient satisfaction.

So what will it look like when we do merge?

- We will still be working from 6 locations, across Swindon, as we do now
- We are committed to keeping our team members, and there are no plans for redundancies
- And those team members will remain in their current roles, working at the practice they work at currently - our current teams are critical to our success
- Our uniqueness as a practice will be retained
- We will be called Wyvern Health Partnership, however your own practice name will not change – for example, “Merchiston Surgery, part of Wyvern Health Partnership”
- As one organisation we will have approx 200 staff and 22 partners

Why are we doing this, if nothing is going to change?

We have benefitted greatly from working together over the last couple of years, this includes;

- Attracting staff to roles at the practice, including GPs – across the 6 practices there are very few vacancies and those that we do have are being filled in the short term by locums
- Sharing of locum GPs to ensure that we have cover for sickness and maternity leave
- Setting up a service for a clinician to manage all the care homes that we look after. This ensures better continuity for the patients
- Sharing best practices in everything from how we purchase items for the practice to how we manage our clinics effectively.

So what will we look like in 2 to 3 years' time?

The work that we are doing is very much supported by NHS England and we are being encouraged to work together in Primary Care Networks, and as Wyvern Health Partnership we are committed to doing this.

The government is funding more clinical roles to work across practices. This includes a Social Prescriber (someone who can help patients with some of the factors which might be affecting their health, such as low income, exercise, healthy diet and loneliness). They are also funding a Clinical Pharmacist to work across the practices too. Their role is varied but is about supporting GPs with medication reviews, or running their own clinics and supporting patients / GPs when a patient is discharged from hospital, to ensure their medication is correct.

In 2 or 3 years there will be other roles recruited to work across the 6 practices and these include a Physiotherapist and a Paramedic; however, we still need the stability of our teams in the 6 locations so only a few job roles will be to work across Wyvern Health Partnership.

Patient Involvement

We really do need to hear from you, our patients, and involve everyone in the future of General Practice.

Currently all six practices have a Patient Participation Group (PPG's). These groups meet regularly to discuss issues at their practice. We are also starting to meet as 6 PPGs too which is an exciting opportunity to really get to understand what is happening in general practice and to make a difference.

As practices, **we do you need your views**, so this is a request for any patient with some spare time to contact their practice receptionists about helping us to develop the best services we can.

What is going on at Merchiston Surgery?

Team News



Dr Sneya Shah joins us as a Salaried GP in September. Dr Shah will be working 5 sessions per week: Tuesdays and Fridays – AM & PM and Thursdays – PM. She has her own patient list and looks forward to meeting her new patients.

Dr Atanasov is sadly leaving Merchiston in September. However he is not lost to us as he will continue to work within the Wyvern Health Partnership at Old Town Surgery.

Dr Gemma Lowbridge has temporarily left to commence maternity leave and will be covered by Dr Rohini Jadhav who has now been locuming with us for a few months already.

Sherly Paul an Advanced Nurse Practitioner, has also joined the practice team in September to help with our triage system and minor ailments.

In August we bid farewell and wished all the best for the future to Dr Jordan Ford and Dr Christine Isaac who completed their GP Training placement have been replaced by Dr Henry Allen and Dr Sarah Shazad who will be with us until February 2020.

Flu Clinic Dates

Please support your surgery and get your flu vaccination with us. There are different vaccinations for patients +/- 65 years old and vaccines are delivered at different times.



- **Saturday 21 September, 8am – 1pm** clinic for any patient **over the age of 65 only**
- **Saturday 19 October, 8am – 1pm** clinic for any patient **under 65 who is eligible for a flu vaccine**

Please contact our receptionists to book an appointment. Further clinics will be held later in the year and ad-hoc appointments can be arranged if you are unable to attend on a Saturday.