



Westbourne Medical Centre Newsletter Issue 1- 23rd September 2021



“Surgeries across the UK and around the world have been through a period of intense activity and rapid and major changes over the past 18 months. As you will see below, we have delivered record numbers of vaccinations but have also done our very best to look after the multiple needs of our patients and will continue to do so.” Dr Stephen Morgan (Clinical Director, Westbourne Medical Centre)

The aim of this Newsletter is to update you on changes at Westbourne Medical Centre (WMC) and to respond to questions you might have. However please bear in mind that events are moving fast, and **the most up-to-date information can be found on our WMC website:**

www.westbournemedical.com

Some statistics

Since 18th December 2020 we have administered **26,638 first COVID-19 vaccinations** and **24,848 second COVID-19 vaccinations** across our Primary Care Network, and during our flu season last year we administered **5,584 flu vaccinations** for patients registered at WMC. In August this year we received **8,959 phone calls** and made **7,750 appointments**. Unfortunately, **184 patients did not attend** their booked appointments. Please inform us if you cannot make an appointment so we can give it to another patient.

Have you heard of eConsult?

It can be used to consult a Clinician by completing an online form. The link for the WMC version of eConsult is here: <https://westbournemedical.webgp.com/>

A Clinician will contact you by the end of the next working day (unless it is an administration query in which case it is 4 days) to discuss your concerns. If necessary, the Clinician will schedule a face-to-face appointment, either with a GP or, if appropriate, with another specialist such as a nurse or a physiotherapist. Please note that eConsult is only available between 08:00-20:00 on weekdays.

If you are unable to complete an online form on eConsult please phone WMC on 01202 752550. You will be connected with a Patient Coordinator, who will ask you questions in order to schedule an appointment with the most relevant staff member. Please cooperate fully with the Patient Coordinators, who are vital for the effective operation of our services.

Please wear a face covering when entering WMC and use the hand sanitiser at the entrance. All WMC staff will be wearing face coverings and, where appropriate, protective clothing. Please maintain social distancing where possible.

COVID-19 booster vaccinations

WMC will be administering COVID-19 booster vaccinations to patients, based on clinical risk using the following cohorts (JCVI priority groups 1 to 4 and 6):

- Eligible 80+ and Care Homes and Housebound
- Eligible 70 -80yr olds
- Eligible Clinically Extremely Vulnerable
- Eligible Clinical Risk (12-64)

We will be contacting those patients in due course. Other patients will be directed to the National Booking Service to attend mass vaccination centres. As more information becomes available it will be published on our website: www.westbournemedical.com

Flu vaccinations

As usual, we will hold sessions on Saturdays in September and October to administer the flu vaccinations. These will be 'walk-in' sessions, no booking is necessary, but the sessions are only available for those eligible patients who have been invited by WMC to attend.

More information can be found on the WMC Website:

<https://www.westbournemedical.com/index.php/services/flu-clinics>

Dates for the flu clinics are listed below. All times are 09.00 – 12.00.

Saturday 25 September

Saturday 09 October

Saturday 23 October

Blood tests

There is a national shortage of blood bottles which is affecting every healthcare service provider. We are currently only able to book urgent blood tests, however we have a waiting list for patients routine blood tests and once the situation changes and we receive stock, we will then be able to book patients in for appointments.

Additional services available at WMC

Social Prescribing - This service is free of charge to all WMC patients.

Social prescribing is designed to support people with a wide range of social, emotional, or practical needs to help improve mental health and physical wellbeing. Those who could benefit from social prescribing schemes include people with mild or long-term mental health problems, people with complex needs, people who are socially isolated and those with multiple long-term conditions who frequently attend either primary or secondary health care. More information can be found on this YouTube video: <https://youtu.be/lyr5FRdiKv8>

Health Coach - The coach will support patients to develop the knowledge, confidence, and skills to manage their health and the impact it has on their day to day life by way of goal setting. They work within our primary care network and the wider community providing coaching to people with non-clinical needs, including carers.

Clinical Pharmacist - Our Clinical Pharmacist, Steve Williams, is a medicines expert who helps patients get the most benefit from their medicines, in particular older patients coming out of hospital and those with long-term conditions. They also work with the GPs and Patient Coordinators to improve the quality and safety of medicines usage at the practice, for example, the repeat prescription processes. More information can be found on this YouTube video <https://youtu.be/mtPITyV5YsE>

Skin Surgery:

- We provide a weekly skin surgery clinic offering surgery for:
- Problematic Sebaceous Cysts and Benign Skin lesions
- Troublesome ingrown toenails
- Diagnostic Skin Biopsy service
- Excisions of certain Basal Cell Skin Cancers

To find out if you are eligible for skin surgery please call our Patient Coordinators on 01202 752550

We are fortunate to have highly skilled and dedicated staff:

- Skin Surgery Practitioners - Dr Rob Schuster Bruce, Dr Neil Raha, Dr John Myles
- Carol - Skin Surgery Clinic Coordinator
- Andy & Ben - Skin Clinic Assistants

We also have an Audit team who look at diagnostic accuracy and excision margin clearance for skin cancers, and all of our positive skin cancer cases are discussed at the Multi-Disciplinary Team Skin Cancer network at Poole Hospital as part of our ongoing quality assurance programme.

Musculoskeletal (MSK) service:

Our MSK First Contact Practitioner, Ian Kennedy, supports and encourages our patients to self-manage their condition and make behavioural changes. He assesses, diagnoses, and treats patients with joint and muscle pain.

Ocean Health Ltd

Due to the expansion of our NHS services we will be using the rooms previously occupied by Ocean Health Ltd as clinical consulting rooms. Clients using Ocean Health podiatry services have been advised of this change. Ocean Health Ltd is not closing - we are simply pausing services to support Westbourne Medical Centre to work through the increase in demand for healthcare and make available all suitable rooms and space within the building.

Welcome to new staff

WMC has for several years operated as a training practice. Dr Gavin Smith has now successfully completed his specialist training with us to become a GP and we are delighted to welcome him as a permanent member of WMC.

- Dr Sapna Pandya - Specialist Training GP- Year 3 (1-year placement)
- Dr Zahra Daya - Specialist Training GP- Year 1 (6-month placement)
- Seetha Vinod - Trainee Advanced Nurse Practitioner
- Florence Jacobs - Practice Nurse

We are still actively recruiting Patient Coordinators to boost our team. More information is available on Indeed: <https://uk.indeed.com/>

Patient Participation Group

This Newsletter has been put together by Westbourne Medical Centre's Patient Participation Group (PPG). The aim of the PPG is to encourage effective communication between Westbourne Medical Centre and its patients. Any patient of WMC can join either the 'virtual' group (which communicates mainly through social media) or the 'physical' group which, in normal times meets every couple of months but which is currently conducting meetings via Zoom. The 'physical' group is limited to 12 members, and currently there are 2 vacancies. There is more information on the WMC website here: <https://www.westbournemedical.com/index.php/your-wmc>

We have also just started a WMC PPG Facebook page, which we aim to use to get feedback from patients about WMC services and to disseminate information, such as these Newsletters. The link for the Facebook page is:

<https://www.facebook.com/groups/136999118569687>

For more information or to join the PPG please email wmc.ppg1@nhs.net or contact the surgery by phone (01202 752550).

You might also be interested in the WMC Facebook page, which regularly provides information about WMC services:

<https://www.facebook.com/WestbourneMedicalCentre>

We also have a Twitter account: @WMC_GP

We welcome any feedback on the services of Westbourne Medical Centre. Please also inform us of any additional information you would like to be included in the next Newsletter by emailing wmc.ppg1@nhs.net.