

# Hawthorn Medical Centre

- Part of the Wyvern Health Partnership



## Patient Newsletter

---

Issue 1 – Sept 2019

### Wyvern Health Partnership

As you are all probably aware, we are currently working on merging 6 practices (Hawthorn, Kingswood, Old Town, Merchiston, 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, “Hawthorn Medical Centre, 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 Hawthorn Medical Centre?

### Flu Clinics

Please support your surgery and get your flu vaccination with us. We are running a clinic on **Saturday 14<sup>th</sup> September 8.30 am – 3 pm for any patient over the age of 65 only.**

Further clinics will be run in October for patients under 65 who are eligible for a flu vaccination and we will put information on our website and in the surgery to advise our patients.

### Doctor Link Appointments

This is a new, free simple and easy to use system that gives our patients the opportunity to be assessed on-line and if you need an appointment we will contact you and book it for you. Download the Doctorlink app today or sign up via our website [www.hawthornmedicalcentre.co.uk](http://www.hawthornmedicalcentre.co.uk)  
This service is for over 16's only.