



Dear Valued Patient,

Wyvern Health Partnership is a partnership of five GP practices, formed in 2018 to improve the quality of care for over 53,000 patients across the area.

The partnership incorporates Hawthorn Medical Centre, Lawn Medical Centre, Merchiston Surgery, Old Town Surgery and Priors Road Medical Centre.

Our practices have fantastic teams, each led by a group of partners and a practice manager. They include training practices for GPs, medical students, and nurses.

The partnership has 24 partners and a large team of GPs, nurse practitioners, general nurses, health care assistants, reception and admin staff and support staff such as first contact physiotherapist, clinical pharmacists, pharmacy technicians, dietitian, care coordinators and social prescribers working together and sharing best practice to benefit both our teams & our patients alike.

HAWTHORN MEDICAL CENTRE

Launch of 2023 Hawthorn Flu and Covid Vaccination Campaign

We're currently planning for our annual Flu vaccinations clinics, which will be offered alongside Covid booster jabs to all eligible patients.

Patients will receive an invitation to book into the Flu and Covid clinics:

- Saturday 7th and 14th October at Hawthorn Medical Centre

Further weekday clinics to be added.

Eligible people are:

- All patients aged 65 years and over
- Those aged 6 months and over with Chronic respiratory disease, Chronic heart disease, Chronic kidney disease, Chronic liver disease, Chronic neurological disease, Diabetes, Immunosuppression or Asplenia or dysfunction of the spleen
- Pregnant women
- Morbidly obese (class III obesity)
- Carers
- Close/Household contacts of immunocompromised individuals aged 6 months and over.
- Frontline workers without employer led occupational health schemes.



Housebound patients will be contacted by the practice.

Childrens vaccination clinics are on Friday 22nd and 29th September, with more to be added.

LAWN MEDICAL CENTRE

Lawn's complete refurbishment has been completed and we hope our patients, staff and visitors alike will be pleased with the end results. Thank you to all our patients and staff who have had to deal with several changes over the last few months with many patients visiting areas of the practice they have never been to before!! A special mention should go to the staff members who have been on site throughout the refurbishment who will be relieved not hear any more drilling, hammering, and builder's singing!!!

We were also very pleased to have achieved a score of 88% in this year's National GP Patient Survey, the highest of the practices based in Swindon, and a testament to the hard work and dedication of all the team at Lawn. Thank you to all the team!

We are also delighted to announce the safe arrival of baby Reuben Anthony Johnson, to our nurse Hayley and her husband Dan.

Swindon's Best Surgery.
Congratulations to all
members of staff.
Thank you for all your
hard work & having a daughter
and recently her daughter also,
working at Lansbury Surgery,
we appreciate how much
professional care you give, to
both after us.
Smile!

Thank you so much for
all you have done, I can't
tell you how grateful I am
Take care be safe
lots of love
M

JUST CAN'T
thank you ENOUGH
FOR EVERYTHING -
YOU REALLY
ARE wonderful!
TO all the lovely Ladies
@ Lawn Medical
Thank you all so much for
the Care and Kindness to
give to Our mum + Dad.
+ all the Family

MERCHISTON SURGERY

Launch of 2023 Merchiston Flu and Covid Vaccination Campaign

We're currently planning for our annual Flu vaccinations clinics, which will be offered alongside Covid booster jabs to all eligible patients.

Patients will receive an invitation to book into the Flu and Covid clinics:

- Saturday 30th September and 7th October @ Merchiston Surgery

Further weekday clinics to be added. Housebound patients will be contacted by the practice. In other news we would like to introduce our new salaried GPs, Dr Abrar Khalid (female) and Dr Tolu Subuloluwa (female). Both GPs started with the Practice in May 2023 and are settling in well.

Dr Khalid works Monday to Wednesday and Dr Subuloluwa works Thursdays and Fridays.

Sadly, we must say goodbye to Dr Penny Milsom in October. Dr Milsom has worked at Merchiston Surgery for over 14 years both as a Salaried GP and a Partner. She has proved to be a very popular member of the team and will be deeply missed by both patients and staff. We would like to wish Dr Milsom every success in her new adventure.

OLD TOWN SURGERY

The Old Town Surgery team were delighted to hear their reception team were voted 'The most helpful receptionists' in the recent Patient satisfaction survey. 96% of the returned surveys rated the reception team as being very helpful.

Dr Heaton Senior Partner at Old Town Surgery said he was 'Beyond Proud' of the reception Team. Well done Old Town Reception Team! ★

Old Town Surgery is delighted to announce that Dr Carolyn Papenfus has agreed to take on a Salaried GP role. Dr Papenfus has worked as a locum over the years and will be a very welcome addition to the permanent staff team!

PRIORY ROAD MEDICAL CENTRE

Flu and Covid Vaccinations

We're currently planning for our annual Flu vaccinations clinics, which will be offered alongside Covid booster jabs to all eligible patients.

Patients will receive an invitation to book into the Flu and Covid clinics:

- Saturday 30 September, Saturday 7th and 14th October at Priory Road Medical Centre

Housebound patients will be contacted by the practice.

Childrens vaccination clinics are on Tuesday 19th and Tuesday 26th September, with more to be added.

Staff Information

We are delighted to welcome Margo Panting, Care Home Nurse who joins the Care Home Nursing Team and Sophie Long who joins the afternoon reception team at Priory Road.

We also said goodbye and good luck in her retirement to Elaine Arthur, from the morning reception team.

PATIENT SURVEY RESULTS

We recently carried patient survey with the help of our Patient Participation Group. We had 360 responses across 5 practices.

Thank you so much for your feedback particularly around doctors' nurses and receptionists' dedication and services you received.

Key areas that were highlighted by the patients included appointment access and communication regarding services. The survey also highlighted that very few patients are aware that each Practice has a dedicated website. We hope this newsletter and improved access to areas such as our website will help to improve communication.

If you wish to provide feedback, please ask reception team for survey feedback form which is available at the front desk.

Thank you for your participation!

Websites to visit: www.hawthornmedicalcentre.co.uk/ www.lawnmedicalcentre.co.uk/ www.merchistonsurgery.co.uk/ www.oldtownsurgery.com/ www.prioryroadmedicalcentre.org.uk/