

UPPER GORDON ROAD SURGERY

NEWSLETTER

JANUARY 2025

Welcome to the re-launch of the Upper Gordon Road Surgery (UGR) newsletter. We hope this will be a useful update about the practice and the healthcare systems supporting you and your family. The UGR Patient Participation Group (PPG) and the practice hope to co-produce two issues per year, April and September, going forward.

In this special re-launch edition we will highlight some practice updates, advise you about the number of ways you can access support from the surgery and the wider NHS provision, the importance of the flu vaccine, the Patient Participation Group (PPG) and a recent Education event for over 60's.

HOW TO ACCESS UGR AND THE WIDER NHS

We are all aware of the pressures faced across the NHS and how demand is often exceeding supply, but there is plenty of support out there, both within UGR and across the wider NHS. These options are changing as the NHS tries to increase capacity by offering support from different places. So how do we know where to go at different times, and for different conditions? Please use the links below to signpost you to the right [lace to access care in different situations.

Follow links for more information:

"Which services do you need?"

"know where to go"

KEEPING WELL IN WINTER

It is so important to look after ourselves during the winter months, especially those who are older, younger or particularly vulnerable. There is plenty of advice available, particularly on NHS related websites, but here are some key messages:

Flu vaccines still available! Be sure to take up your flu vaccination at the Surgery. This winter's uptake, particularly in the eligible 18-65 age group, is low. As you can see from the news, hospitals are currently full, with many patients sick with severe impacts of flu.

So please get your jab now and make sure your eligible family members do so without delay, to protect you and those around you.

Stay Well This Winter



NHS **NHS.UK/WINTERVACCINATIONS**

SURGERY NEWS

On 2nd January 2025 Dr Fraser and Dr Pambakian completed a business transfer of the practice's General Medical Services (GMS) contract to Surrey Heath Community Providers (SHCP). This transfer was supported by the local NHS Frimley Health and Care Integrated System (ICS) and will allow the practice to continue to thrive and grow, supporting its registered population. Day to day running will continue to be conducted in house by the well-established management team. Apart from a change in logo, we hope that you will see very little change, and any that do occur will be positive.

We are delighted to announce some staff changes. We continue to be a multi-disciplinary primary care team and are pleased to welcome into the UGR staff family a practice nurse, Sarah Jackson and a GP, Dr Vijay Prakash. We have recruited another GP who is due to start in February. Dr Pambakian is continuing in both her clinical and managerial duties at the practice. Dr Fraser has stepped down from management and regular clinical duties and will now be seeking other clinical opportunities, whilst popping back on occasion to support us with some holiday cover. We are sure you will join us in thanking him for his provision of more than 30 years of excellent service, support and care to the registered population of UGR and the wider Surrey Heath population (in his role as Medical Director).

GORDON ROAD PPG

This group started in its current format in 2020, although a version of it has been in existence since the 1970's. It is designed to bring patient input to the surgery and help the surgery communicate key messages and raise awareness among patients. Our most recent meeting was in October and through Dr's Deshpande and Whitehouse information, many of the subjects raised in this Newsletter were raised with the PPG. It has been incredibly helpful to understand the pressures on UGR and the NHS and then try to help. This Newsletter is put together with several volunteers from the PPG. Our recent meeting highlighted some of the topics we felt needed to be included here. We hope to support the practice with these pressures by highlighting areas of concern. Our focus this issue is non-attendance by our patients. Recent figures have non-attendance as high as 30% for urgent appointments (booked to be seen within 48hours of triage) and 17.6% for all other appointments. Each GP appointment is estimated to cost the NHS £56, so non-attendance is wasting this money and increasing wait times for other patients.

NEXT STEPS...

UGR is committed to continually improving the service for its patient. The members of the PPG are very keen to help with this wherever they can. This Newsletter will be an important part of communication from and to the Surgery. If you have any comments or suggestions about the Surgery, the PPG, the Newsletter or anything connected, we would be very keen to hear them so please get in touch.

If you would like to join, or contribute to the work of the PPG, your input would be welcomed. Feedback - Upper Gordon Road Surgery

PATIENT EDUCATION EVENT

At the beginning of December, UGR held a patient education event for over 60's entitled " How to keep yourself well this winter", in line with information from the local Frimley Health and Care ICS "Stay well this winter" . Dr Whitehouse led the talk, accompanied by Dr Deshpande. They shared some terrific information, which was very useful and welcomed by everyone in attendance. Tickets were limited to 40 and were snapped up very quickly with many more wishing to attend. Such a shame, that nearly half of the people with tickets failed to attend on the night, without notice!!

Nevertheless, the event was a great success with many of the items in this Newsletter shared there, alongside others including Healthy Eating, the dangers of Ultra-processed food (The easy ultra-processed food swaps Dr Chris Van Tulleken swears by - BBC Food), how to reduce your dementia risk (Reduce your risk of dementia | Alzheimer's Society), fall prevention (Self-management: Older people and falls management | The Chartered Society of Physiotherapy) and community support (Find out about social prescribing | Surrey Heath Borough Council).

Further events are planned - any ideas for future events or spreading the content of these sessions more widely would be much appreciated. Feedback - Upper Gordon Road Surgery