



Newent Doctors Practice at Holts Health Centre, Watery Lane

A quarterly Newsletter Issued by the Practice

Introduction

Hello everyone. We'd like to introduce you to a publication that we are hoping to provide from now on every quarter to all of our patients.

Its purpose is twofold:-

- 1) To keep you better informed about what is happening at the surgery now and in the future and
- 2) To provide you with a mechanism for making observations about your patient experience and to make suggestions regarding how you think things at the Surgery could be improved.

Whilst our objective is always to maximise our service to you, you should be aware that we do operate as a small business and so are subject to the financial and physical constraints that all Small and Medium-Sized Businesses operate under. Also, we are subject to constraints and conditions imposed by the NHS and the legalities included in them.

That said, we will undertake to treat all suggestions with consideration and to convey our reasons for any resultant action taken or not taken.

It is our intention to issue this Newsletter in the future to a mailing list, with paper copies available at the Surgery but we are unfortunately not able to post or deliver paper copies to individual addresses.

*Improving the
health, well-being,
and lives of those
we care for by
providing a high-
quality patient
centred service for
our community.*

Our website is
<https://newentdoctors.nhs.uk>

To contact us:

Please see the website or
contact reception



Patients' right to General Medical Services

Patients have the rights to:

- be registered with a General Practitioner
- change doctor if desired
- be offered a health check on joining the practice
- receive emergency care from the practice within the opening hours
- receive appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agrees
- Have the right to view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.



The full patient charter leaflet is available from Reception

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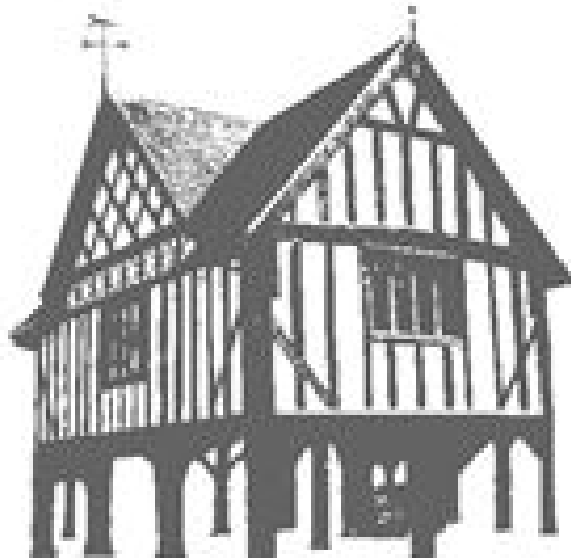
Please see the website or contact reception

Tell us if these rights are not being met

But with these rights come responsibilities for the patients and this means:

- Courtesy to the staff at all times.
- Responding in a positive way to questions asked by the reception staff.
- To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made, and the Medical Record be made available.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.
- Patients are asked to give 4 days' notice for medication requests, including repeat prescriptions. Please give us this time as it allows for accurate prescribing.
- Out-of-hours calls (e.g., evenings; nights & weekends) should only be requested if they are felt to be truly necessary.

The practice



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**Deborah Vernon-Hughes
(Practice Manager)**

**Doctors :- Stenson,
Underwood, Rees,
Dargan, Harper, Baxter,
Zatman, Cottam,
Bennion, Arden-Thomas**

Staff Updates

- We welcomed Dr Cottam back to the practice in March after her maternity leave.
- We have had a lot of positive feedback regarding our reception staff and would like to take this opportunity to thank our patients for this as our reception staff work tirelessly in an often-pressurised environment to ensure that our patients are signposted to the right services to receive the best care to meet their needs.
- We welcome Sally Smith as our new Trainee Dispenser. Sally will be undertaking her Buttercups Dispensary Assistant course and once she has passed this, will need to go on to complete 1000 hours supervised before being signed off as a competent dispenser.
- Our annual long service awards took place in January, with Practice Nurse Lead Jean Buttle achieving 15 years at the practice, Medical Notes Filer Holly Townsend achieving 5 years and Jean Brickel achieving a staggering 25 years at the practice in her role as a dispenser. We would like to congratulate all.

Practice Updates

Long Term Condition Reviews:

And so, it starts again..... every year patients with a long-term condition are invited in for an annual review. Letters are sent out based on your birth month. Once you receive your invite, please ensure that you contact the practice as soon as it arrives, to ensure that you receive your review in a timely manner. There are currently 4211 patients who will be invited for a review this year.

Missed Appointments

Have you recently missed your appointment? Did you know that missed appointments have substantial time and cost implications for the surgery? The high volume of missed appointments exacerbates the increasing demand on GPs by taking up valuable appointment slots. Missed appointments can lead to unresolved medical conditions, leaving patients vulnerable and presenting later or living with untreated health conditions.

In 2024-25, 2286 appointments were missed, which equates to approximately 555 hours. OR ONE DOCTOR FOR THREE MONTHS.



Blood Pressure

Did you know you can take your blood pressure in the waiting room? It will be a priority for the practice to ensure that as many patients have their blood pressure taken this year. You may receive a text asking you to take your blood pressure at home and submit your reading. If you do not have access to a blood pressure monitor, you are welcome to use the blood pressure station in the waiting room.

Bowel Cancer Screening Facebook Live Success

On the 1st of April, Tewkesbury, Newent, Staunton and West Cheltenham held a FB live session hosted by Mr Neil Borley and Dr Brenton Fisher to discuss Bowel cancer and answer your questions. Over three thousand people viewed the event. The link to the recorded session is available on the practice website.

Patient Details

Please make sure that your contact details are up to date. If not, you could miss out on important communication. You can update your details on the website or via reception.

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Patient Participation Group (PPG)



Vilnis Vesma (Chair)

Retired from engineering and is now a cartoonist. Has served as a district Councillor. Currently secretary of Newent Memorial Hall.



Bob Weston (Deputy Chair)

Retired from systems development and data analysis.



Pauline Masters (Secretary)

Respiratory Patient Rep for ICB Glos. Asthma and Lung UK volunteer.

- **What they are:** PPGs are groups of patients who volunteer to work in partnership with their GP practice to improve services and promote health and wellbeing. They provide a forum for discussion between the practice and its patients.
- **Purpose:** The aims of a PPG typically include:
 - Giving patients a voice in the organisation and delivery of their care.
 - Helping the practice understand the needs and concerns of its patients.
 - Advising the practice on service development and improvements.
 - Sharing information with patients about the practice and the wider NHS.
 - Supporting the health and wellbeing of patients and the wider community.
- **Structure and Function:**
 - Each GP practice in England is contractually required to have a PPG.
 - PPGs are meant to be representative of the practice population.
 - They usually include volunteer patients, the practice manager, and sometimes a GP.
 - Meetings are held regularly to discuss practice issues, patient feedback, and potential improvements.
 - Some PPGs also operate virtually via email to include patients who cannot attend meetings.
 - PPGs do not handle individual complaints or provide medical advice.
- **Activities:** PPGs can be involved in a wide range of activities, such as:
 - Conducting patient surveys and gathering feedback.
 - Organising health awareness events and talks.
 - Producing practice newsletters and information materials.
 - Supporting flu clinics and other health campaigns.
 - Helping to develop patient-friendly services.
 - Liaising with the local Integrated Care Board to influence wider healthcare decisions.
- **Benefits:** Effective PPGs can lead to:
 - Improved communication and relationships between patients and practice staff.
 - Services that are more responsive to patient needs.
 - Better health outcomes and patient experience.
 - Increased patient involvement and a sense of community.

Message from Vilnis Vesma (Chair)

Gone are the days when you might just ask the receptionist for an appointment with the doctor and they arranged one for you. Now they will ask you more about your reasons for wanting one so that you can be directed to, for example, a first-contact physiotherapist instead (if that is more appropriate).

That makes for a better service but you would probably rather not discuss your health issues in a public space. This issue—overhearing in the reception area—is one that people have raised with the Patient Participation Group (PPG) and it is typical of our work.

We are a group of volunteers, all patients with the practice, who represent the interests of all patients and other users of the health centre. People tell us about things that need to be improved and we then work with the Practice Manager and other staff to try and find solutions.



In this case, although we discussed several possible solutions, we never found a complete answer to the overhearing problem. However, there is now a barrier to stop people in the queue standing right next to the person talking to the receptionist.

We cannot deal with individual complaints but we do want to hear about any problems that affect users at large.

We also take initiatives as well. For example the waiting area is festooned with over 200 posters and notices—far more than anyone could take in—with the result that important information is easily missed. We have been trying to get some of the messaging moved to the TV monitor which currently just shows rolling news (and is therefore probably making everyone feel worse than they already do).

Do please contact us if you have any thoughts of your own about what could be done better.

<https://newentdoctors.nhs.uk/services/managing-your-health-online/online-forms/contact-the-patient-participation-group/>

Thank you.

Contact us

Use the QR code



Our website is
bit.ly/newent-ppg

Our email address is
newentppg@mailpilot.net

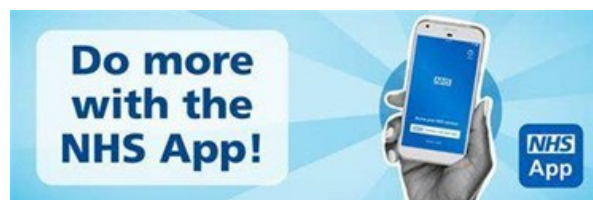


Health issues and NHS changes that could impact the surgery and its patients locally and nationally

Did you know you can get your Test Results on the NHS App?

If you have signed up for the NHS App, you can access any test results via the app. If you would like to sign up for the app, please download the app.

Please speak to reception if you require any further help.



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REMEMBER : IF YOU THINK YOU NEED MEDICAL HELP RIGHT NOW AND THE SURGERY IS NOT AVAILABLE CONTACT NHS 111 ONLINE.

<https://111.nhs.uk/>

THAT'S IT FOR NOW. PLEASE GIVE US YOUR FEEDBACK On your patient experience and improvement suggestions, either for this letter and its contents or the Surgery/Practice itself.

THANK YOU