

# Newent Doctors Practice at Holts Health Centre, Watery Lane

## *A quarterly Newsletter Issued by the Practice*

### Introduction

Hello again. This is our second quarterly newsletter aimed at our patients and carers. We hope that you found the one issued in May to be interesting and informative.

We had hoped to be able to distribute newsletter updates by email to all our patients. Unfortunately, to date, this has not been possible, but copies will be available at the Surgery, also Manna House Coffee shop, Day Lewis Chemist and Newent Library. Our thanks to these establishments for supporting the Surgery. It is our intention to extend this list in the future.

Unfortunately, we are not able to post or deliver paper copies to individual addresses.

### Practice Staff Updates

- We recently said goodbye to our Practice Nurse, **Natasha**, who has moved on to pastures new. We wish her all the best in her future endeavours. Recruitment is currently underway for her replacement.
- Our registrar, **Dr Michelson**, has now completed her time with us and returned to hospital for the next stage of her training. We warmly welcome **Dr Jasmine Zanelli** and **Dr Noel Allan**, who will be joining us for the next six months.
- In September, we will be hosting two medical students from the **Three Counties Medical School**. We're pleased to support the next generation of doctors and appreciate your understanding and support during their placements.
- Our **phlebotomy team** has been working exceptionally hard over the past few months, particularly in light of the ongoing hospital phlebotomy strikes. We'd like to thank all our patients for your patience, as appointment availability has occasionally been limited due to the extra hospital blood work we've taken on.
- In May, we welcomed two new team members: **Donna Armstrong**, our new Clinical Coder, and **Sonia Gurung**, who has joined us as a Pharmacist. We're delighted to have them on board.
- Congratulations to **Practice Nurse Noleen Thomas**, who has recently achieved her **Warwick Diabetes qualification** – a fantastic achievement that will further strengthen the care we provide to our patients with diabetes.

Improving the  
health, well-  
being, and quality  
of life of those we  
care for by  
delivering a high-  
quality patient  
centred service  
that meets the  
needs of our  
community

Our website is  
[https://newentdoctors.  
nhs.uk](https://newentdoctors.nhs.uk)

To contact us:

Please see the website  
or contact reception



# Practice Updates

## Annual Reviews for Patients with Long-Term Conditions

Each year, patients with long-term conditions are invited to attend an annual review to help manage their health. Invitation letters are sent out based on your birth month.

Once you receive your invite, please contact the practice promptly to book your appointment. This will help ensure your review takes place in a timely manner.

This year, we will be inviting **2,076 patients** for their annual reviews.

## Missed Appointments – Impact on Our Practice and Your Care

Have you recently missed an appointment? We want to remind you that missed appointments have significant time and cost implications for the surgery.

When appointments are missed, it reduces the availability of valuable slots for other patients and increases the pressure on our GPs. This can delay care for those who need it most.

Missed appointments may also lead to unresolved health issues, leaving patients vulnerable to complications or prolonged illness.

Please help us provide the best possible care by attending your appointments or letting us know in advance if you need to cancel or reschedule.

Thank you for your cooperation in helping us provide the best care possible.

## New Arrival

The surgery is now equipped with a pod in the waiting area which automatically measures your height, weight, blood pressure and heart rate. It currently records results on a printed slip but by the time you read this it we hope it should be set up to feed your results directly to the practice's computer system

To use it, take a token from reception and ideally sit still for ten minutes before starting. When you're ready to start, take off your shoes (to get a correct height) and remove your wristwatch from your left wrist,

because that is where the blood-pressure measurement is taken.

The first time you try it ask a member of staff to guide you. Or if you are trying it unaided, we suggest asking for two tokens in case you need to try again (we've all done that !!). It is easy once you are familiar with it.

***We are grateful to the Holts Health Centre Fund for financing this equipment.***

Please help us by letting us know if you cannot attend an appointment

**Our new Pod**



# Patient Participation Group (PPG)

## Message from Vilnis Vesma (Chair)

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.



### Vilnis Vesma (Chair)

Retired from engineering and is now a cartoonist.  
Has served as a district Councillor.



### Bob Weston (Deputy Chair)

Retired from systems development and data analysis.

Contact us

Use the QR code



Our website is  
[bit.ly/newent-ppg](http://bit.ly/newent-ppg)

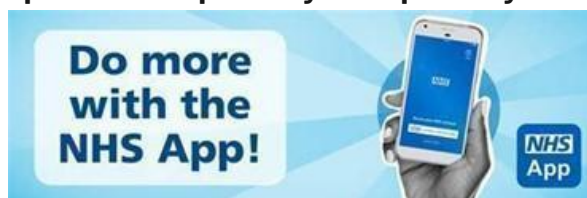
Our email address is  
[newentppg@mailpilot.net](mailto:newentppg@mailpilot.net)

- **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.

### **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 it.

**Please speak to reception if you require any further help.**



### **GOING SOMEWHERE HOT AND SUNNY? ENJOY! BUT REMEMBER:**

#### **Dehydration**

When the weather is very warm, you may be at risk of dehydration if you don't adequately replace the fluid you lose through sweating and peeing. Babies, children and older adults are most at risk.

You can help to minimise the risk of dehydration by ensuring you drink enough to keep your pee a pale-yellow colour.

There are some easy ways to increase your fluid intake with food too:

<b>Ice lollies</b>	<b>Melon</b>	<b>Cucumber</b>
<b>Jelly</b>	<b>Soup</b>	<b>Smoothies</b>

Find more advice here:

<https://www.nhs.uk/conditions/dehydration/>

#### **REMEMBER**

The sun is at its strongest between 11am and 3pm from March to October. While you might like to sit out, it's important to consider your health.

Ultraviolet rays can damage our skin and eyes, and while it's great to be outdoors, consider reducing your exposure to UV with these tips:

Wear sunglasses with UVA and UVB protection

Wear protective clothing (e.g., a sun-safe, long-sleeve top)

Use SPF30 or higher

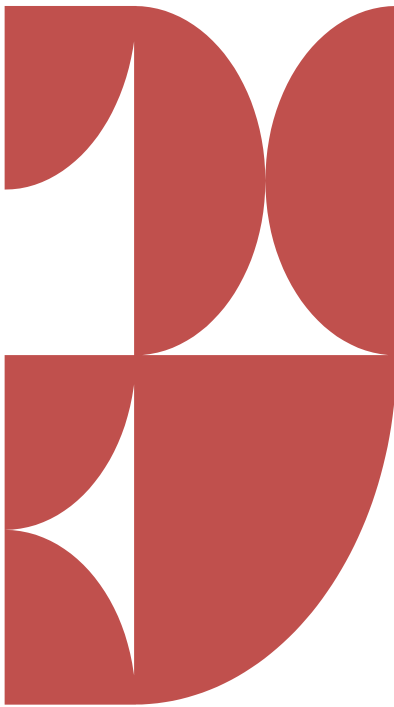
You can read additional sun safety information here:

<https://www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/>

#### **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.**

**Our website is**  
<https://newentdoct>



## Prescriptions

Please remember to order enough of your medication, at least five days in advance of your holiday. Running out of regular medication where you're unable to source more could cause serious side effects and could make you very unwell.

If you're going abroad remember to keep your meds in their original containers with all their labels. Enjoy your holiday; request your medication early!

## CHILD IMMUNISATION

If your child is due immunisations after 1st July 2025, there will be a change to the timetable as the national schedule goes through the first phase of changes; the second will follow in January 2026.

Your baby will no longer receive the Hib/MenC vaccine at their one-year appointment

The second dose of MenB will be brought forward to 12 weeks

The first dose of PCV13 will be moved to 16 weeks

Find the full schedule here:

<https://www.gov.uk/government/publications/routine-childhood-immunisation-schedule>

If you'd like more information, please speak to the Practice Nurse or your Health Visitor.

## SAMARITANS

Remember you're never alone. Whether you're struggling or supporting someone who is, help is always just a call away. Let's break the stigma around mental health and start real conversations.

Samaritans are available 24/7; whenever you need them, someone will listen. You can call or message day or night. Call 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org)

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

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

## PLEASE GIVE US YOUR FEEDBACK

On your patient experience and improvement suggestions, either for this letter and its contents or the Surgery/Practice itself.

## WEIGHT LOSS DRUGS

We understand the media are reporting that Mounjaro is now available under the NHS; however, not all areas are able to offer this service at this time. As we are in an area where this service is not yet available, unfortunately we can't help with queries or requests for this at the present time.

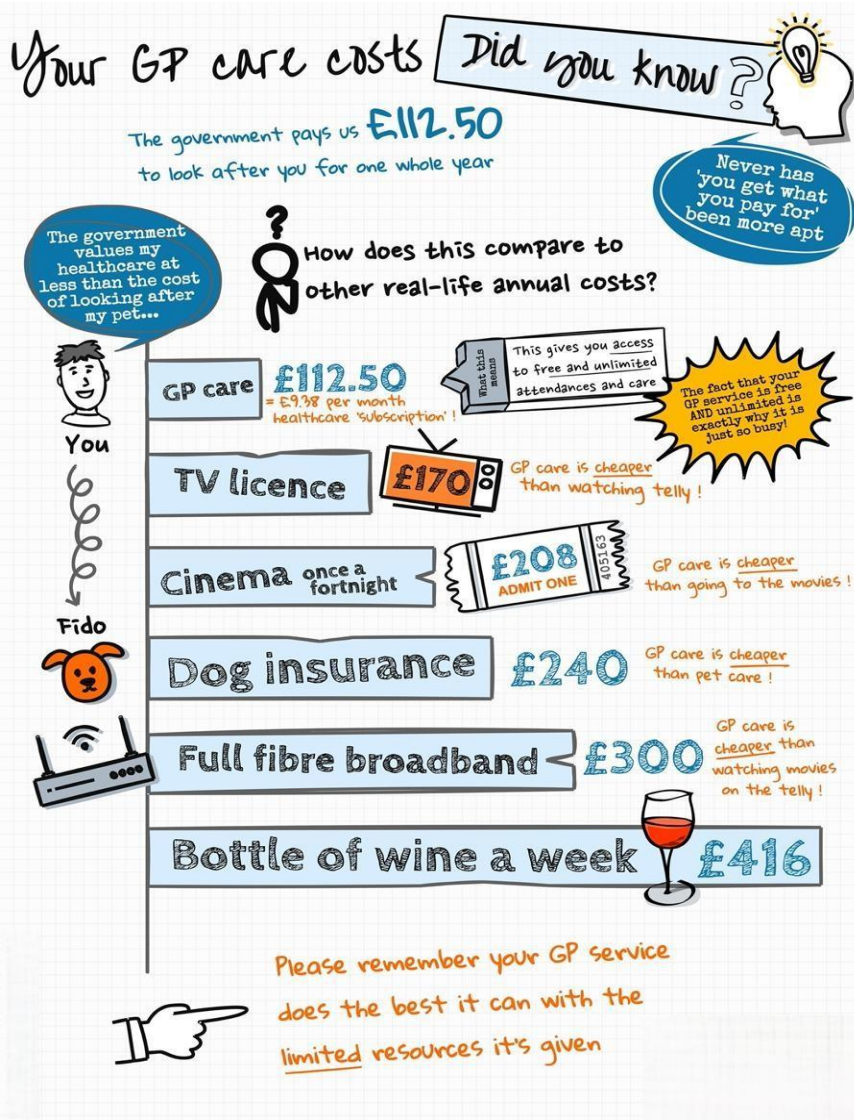
**Weight loss support is available (add any local offerings):**

<https://www.nhs.uk/better-health/lose-weight/>

**Thank you for keeping our lines clear for those who need urgent medical help.**



And finally.....



## Day Lewis Pharmacy

### NEW SERVICE ALERT! PHARMACY FIRST SERVICE

Get prescription  
medicines from  
your local pharmacy  
without a GP visit!



FIND YOUR  
LOCAL DAY LEWIS  
PHARMACY HERE

Faster, more convenient NHS care without  
the need to visit your GP!

### Conditions covered include:

