



Warders Medical Centre

Spring 2022 Newsletter

Dr Jenny Alton—Retirement

Farewell to Warders

It will be with a mixture of sadness and excitement that I will be leaving Warders and general practice this summer.

After being a partner at Warders for 25 years I will be sad to say goodbye to the people

I have worked with, both staff and patients, some of whom I have known for many years. I will be leaving with many fond memories.

Equally I am excited by the opportunity to explore interests and areas outside of medicine and am very

much looking forward to new challenges over the coming months and years.

I am happy to be leaving Warders in excellent hands and am sure that it will continue going from strength to strength, negotiating the somewhat choppy waters which are the NHS.

My thanks go to everyone who has made my time at Warders so interesting and rewarding.



Dr Alton's current patients will be moved to Dr Flavia Dumitrescu.

Dr Dumitrescu joined us in February.

Flavia may be known to some of you already as she came to us when doing her GP training.

A book will be placed at the main reception and Little Warders reception if you would like to leave Dr Alton a farewell message. Alternatively you can email a farewell message to lauren.coombes@nhs.net

Inside this issue:

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New Doctor joining the Team

In April, Dr McWilliams will be joining us.

He has been a GP for 5 years and has worked at Cossington House Surgery in Canterbury and Sandwich Medical Practice.

Dr McWilliams has reached Everest Base Camp.

Parking at Warders

Our car park is busy and often full.

We can all help each other by being considerate when we park.

When using our car park, we ask that you:

Only use the car park for visiting Warders or the Pharmacy.

Park correctly using only one bay and within the lines.

Only use disabled spaces if you are a badge holder.

If you are waiting in your car, please be aware of the volume of your radio.

Monday evenings 4pm to 6pm are when we run our covid vaccination clinic, the car park is extremely busy at this time.

If members of staff are marshalling the car park please pay attention to their advice. We may need to ask you to park elsewhere.

Please be kind to other drivers.



How long does it take to get an appointment?

We are acutely aware of the national press and the reporting surrounding GP shortages and the lack of appointments available.

We thought that this would be a good opportunity for us to show you our figures.

During February, 3123 appointments were booked for the same day the call was received.

Since January 2022

Our Dr's have completed 3474 telephone calls to patients

Seen 3677 patients face to face

Completed 162 home visits.

22936 appointments booked (for all clinical services)

Our Dr's have seen 3677 patients face to face since January.

Since January we have

- Issued 59,329 items on prescription
- Dispensed around 3,000 items a month at the Penshurst Surgery
- Printed and issued 2642 prescription's to patients
- Received 5936 Pathology results
- We have sent 2542 referrals
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We have eaten 120 doughnuts (Friday treat) and used 260 pints of milk!

Calling Warders

We are aware that some of our patients are having difficulties getting through to us.

In order to help rectify this we are updating our telephone systems and adding new software that will recognise the callers number and automatically link with the patient record.

This will reduce the call time and help to free up the telephone lines.

Please be aware that the phone lines are extremely busy on a Monday morning. If you can wait, we would advise you to call later in the day.

We have answered 98316 calls since January 2022.



DNA Appointments

Since January 2022 we have had 280 GP appointment's not attended.

This equates to 46.5 hours worth of Dr's time that could have been used.

Since January 2022 we have had 344 Nurse appointments not attended.

This equates to 57 hours worth of Nurses time that could have been used by other patients.

If you need to cancel an appointment, you can do this by:

Calling:

01732 770088

Emailing:

wkccg.g82059reception@nhs.net

Or using the booking app.

I am sure you understand how frustrating this is for all involved.

624 appointment could have been used by other patients.

Therapy Garden Update

At the present time, although planning is still underway, land is being sort in which to locate this garden.

If you have any land that maybe suitable for such a project, please call the surgery and let us know.



Patient Participation Group (PPG)

We would like to restart our Patient Participation Group. The group gives you a chance to:

- have your say
- help us improve services we offer
- help us improve communication between us and you
- help you look after your health and that of your loved ones.

If you feel that you could spare some time, or would like any further information, please email warders.ppg@nhs.net



Closure

The surgery will be closed from 1pm on Wednesday, 11th May for staff training.

We will reopen for normal hours on Thursday, 12th May.