



Patient Group Committee

The Patient Group have only met twice this year - July and December following the shut down because of Covid. We are slowly getting back to normal. We remain a very small group and would really welcome new members. If you would like to get involved please contact the Practice Manager (David Jones) and he will pass your details on to me - the Chair.

Anne Shillcock (Chair Patient Group)

Welcome

Team Development

The Practice continues to grow and we now have multi professional team offering a range of support to patients. Working at the Surgery alongside the Doctors are a Nurse and two Pharmacists. A Health Care Assistant is to join us shortly. We are still trying to recruit another GP.

Activities of Interest

People are being encouraged to get involved in activities that will improve their health and well being. Two which have recently set up are are Yoga and an Exercise class for pensioners. They are:

1) A Yoga Class at South Hill Park on a Saturday at 9.30 am until 10.30 and it costs £8 - The dates are Jan 14/21/28; February 4/11/25 and March 4/11/18/25. All are welcome.

2) An Exercise Class for Pensioners at Great Hollands Community Centre on a Tuesday afternoon at 4 pm until 5pm - this is free as the Local Authority is providing this activity in a number of Community Associations within the Borough. I go to this one and it is great fun - the exercises are done to music and you can stand or sit for the whole session whichever is best for you.

Patient Survey

In common with previous years the Practice have again organised an Annual Survey which was designed to get feed back from patients on the whole performance of the Practice - ranging from how all staff performed to access to appointments. It was conducted in September. Three patient group members spent a number of sessions in the surgery talking to patients and asking them to complete the survey - and almost everyone we spoke to were happy to do so. I am happy to say that the results were very satisfactory with high marks for Dr Arora and her staff.

We reviewed the results in November 2022. We have developed an action plan which includes extra appointments for patients to ease "Winter pressures" and there are also extended hours appointments at the local PCN which can be booked at the Practice Reception. The Practice are continuing to focus on Recruitment and a Health Care Assistant is starting work soon. We have also managed to recruit an extra member of the Patient group and are always keen to welcome new members.

PRACTICE WEBSITE:

Please take a look at our website www.greathollandspractice.nhs.uk and let us know what you think. There is a lot of information on our services offered to patients and you can eConsult with your GP, order your prescription and register to book appointments online. We welcome your feedback.



CVI9 Vaccines

The Practice is pleased to report that the local NHS have completed a high percentage of those patients in the vulnerable categories especially those aged over 65.

www.nhs.uk/covidvaccine/

Great Hollands Practice is part of a Primary Care Network with other Bracknell Practices and the PCN Vaccination Centre is based at the Waitrose Leisure Centre on Willoughby Road.

The NHS will contact patients direct when it is your turn to be vaccinated and is encouraging those aged over 50 to have a booster vaccine. Please do not call us.



Flu Vaccines

Flu Vaccines are still available for children under 5 years of age in particular as this group is very vulnerable to contracting Flu.

Children aged 2 to 3 years of age can also be given the new nasal flu spray.

Please telephone Reception to book an appointment at our flu clinics.

NHS Zero Tolerance

The practice fully supports the NHS Zero Tolerance Policy. The aim of this policy is to tackle the increasing problem of violence against staff working in the NHS and ensures that doctors and their staff have a right to care for others without fear of being attacked or abused.

We understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint. We ask you to treat your doctors and their staff courteously and act reasonably.

All incidents will be followed up and you will be sent a formal warning after a second incident or removed from the practice list after a third incident if your behaviour has been unreasonable.

However, aggressive behaviour, be it violent or verbal abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police will be contacted if an incident is taking place and the patient is posing a threat to staff or other patients.

PCN and new services

Great Hollands Practice is working with other local practices as part of the Bracknell and District Primary Care Network to provide new and innovative services for our patients including Practice based Mental Health Nurse, pharmacists, social prescribers and Paramedics helping to undertake home visits to patients.

Care Co-ordinators are also being funded by the PCN's to help co-ordinate services for vulnerable patients.

GHP services during the Pandemic

Great Hollands Practice remained open to provide as normal service as possible during this Pandemic. We were very busy and have had to provide most of the services online by Econsulting or by telephone in the past year. Our repeat prescription service is largely undertaken online by electronic link to local pharmacies. However, we are now trying to offer a back to normal service with many more face to face appointments where appropriate. Please check out our website for up to date information at: www.greathollandspractice.nhs.uk

Klinik Econsulting

Please go to our Website at: www.greathollandspractice.nhs.uk for full details.

Contact us online

Get help from your GP with Klinik! You can submit any medical query, including an appointment request.

START HERE

ONLINE ACCESS

NHS