# **WIMBLEDON VILLAGE SURGERY** MAY 2024

# **NEWSLETTER**

**Practice Manager’s Preamble** Welcome to the second edition of our new newsletter. In case you missed the first, it is our intention to use this opportunity to provide you with relevant information about the practice, keep you informed on practice development, staffing and services and to encourage your feedback and comments about our (your) practice. April has been an extremely busy month as we have navigated the Easter Holidays and end of financial year whilst managing recruitment and welcoming new staff. We continue to review our processes and development to provide excellent healthcare to you all and reiterate that your feedback and comments and suggestions are always welcomed. I hope you enjoy these newsletters – they are available from reception but are also available on our website: [Wimbledon Village Surgery - Newsletters](https://www.wimbledonvillagesurgery.co.uk/pages/Newsletters)

**Organisational structure** As indicated in April’s newsletter, we have reviewed the organisation’s management structure and have appointed a Deputy Practice Manager to bolster the management team. We have also recruited a new Reception Supervisor to help lead, mentor and develop the reception and administrative team to ensure we maintain excellent customer service at ‘front of house’. So we welcome Paulette to our practice and believe we have an excellent team in place to better manage the services and healthcare on offer and to ensure a good experience for all patients.

**Telephony Services** With improving technology, we have decided to upgrade our telephone system. The new system is due to be installed up and running by the beginning of June. What will this mean for you: Better call handling; improved call-queuing; more efficient call management and therefore more efficient access to our call handlers. Significantly, we are pleased to inform you that all calls to and from the practice will be automatically recorded, thereby enabling us to identify any issues, maintain audit an trail of conversations, recover over looked or missing details, look at quality assurance, and to drive continuous improvement.

**A polite notice** The car park to the practice is small and therefore only available for Doctors and Practice Management staff. We politely request that patients do not attempt to park their cars or motorbikes in the car park. Thank you for your understanding and co-operation.

**Vacancies** The following role(s) is/are vacant and we are actively looking to recruit as soon as possible:

**Receptionist x2** Due to staff relocating, we currently have x2 openings within our reception team. If you are interested in this role or know someone that may be suitable, please view our Indeed Jobs advert available at this link:

**Patient Participation Group (PPG)**



Following April’s newsletter, we have had a number of patients volunteer to join our fledgling PPG. We are aiming to have our first PPG meeting mid-late May. There is therefore, still time to join! We would like patients to get involved with the practice to attend meetings, manage feedback, promote services in the community and advise us of the wider patient perspective, running volunteer services and support groups to meet local needs. **If you would like to be a member of our PPG, please contact us at** **wimbledon.villagesurgery@nhs.net** **entitling your email with ‘PPG’ and for the attention of the Practice Manager.**

**Health Promotion** We will post various health promotion content here in the newsletter, relating to ‘hot-topics’ or National Campaigns currently running. This month we would like to highlight the following:

**Bowel Cancer** can affect anyone, whatever your age, gender, ethnicity or where you live.

Symptoms can include:

* bleeding from your bottom
* blood in your poo
* a change in your pooing habits. You might be going more or less often, or have diarrhoea or constipation that might come and go
* losing weight but you’re not sure why
* feeling very tired all the time but you’re not sure why
* a pain or lump in your tummy

If you are concerned about any of the above, contact us and book an appointment with your GP. Further information about bowel cancer can be found here: [Bowel Cancer | Bowel Cancer UK](https://www.bowelcanceruk.org.uk/)

**Patient Suggestions:** Please write to us at wimbledon.villagesurgery@nhs.net with any suggestions you may have on how we could improve our services! Don’t forget to check out our website at [www.wimbledonvillagesurgery.co.uk](http://www.wimbledonvillagesurgery.co.uk)