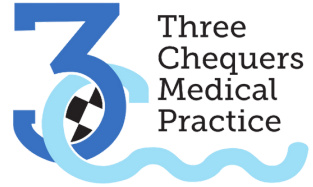


Summer
2022



THE PRACTICE INSIDER

Dr Bowden retirement

Dear Patients of Three Chequers,

I will be leaving Three Chequers Medical Practice at the end of October 2022.

I first started with Endless Street Surgery as a trainee in 1996 and loved the friendly, community feeling of working in Salisbury - so much so that I joined as a partner with Dr Walters in 1999. I have worked with an amazing team of people over the years, within the Practice, the community and the hospital, who have looked after each other and have dedicated their time to helping the people of this area.

I have been given the opportunity to meet so many fantastic patients and characters from the local community who have enriched my time here, making me laugh (and cry!), and it has been an honour to try, as best as I can, to help them all.

Dr Jane Bowden.



Access to Primary Care

It is important that our patients know how we, as a practice, are working tirelessly to deliver the best care we can to our patients.

We are using a "Triage-first" model of care for all patients with any new, acute problem (that is not already being followed up with another clinician).

This means that you will have to call and speak to a receptionist to be added to an appropriate clinician's triage call-back list; or you can book online using the Airmid App, SystemOnline or the NHS app. This model allows approximately 200 patients **a day** valuable time with a GP.

Many issues can be resolved in this way without you needing to step foot in the surgery!

Those issues that need further attention, may be invited to a face-to-face appointment at one of the surgeries with an appropriate clinician - this will be arranged for you by the triage clinician when they call you.

We wholeheartedly feel that, though very different from "Traditional" GP appointment systems, this is the most effective, efficient and safe way to **care for you.**

Please see our website for more information

Salisbury Hospice Fundraising

Some of our team have been raising funds for the Salisbury Hospice Charity for the past year.

We are delighted to announce that they have managed to raise a staggering

£2,454

so far with more fundraising to come over the next couple of months.

A **HUGE** "well-done" to all those involved and **keep up the good work!!**

Annual Review Process

Have you received a letter or a message from us recently, asking you to book an appointment for your annual review?

This is only the first part of your annual review process? After your appointment with a Healthcare Assistant, your results are checked by a Clinician.

You may then need a telephone medication review, giving you the chance to discuss your medication and ask any questions.

Occasionally, you may need further tests.

Once this is done, your medication will get re-authorised for the year!

These appointments are in high demand - so make sure you book and attend yours! If you can't make it, call us and we'll gladly reschedule it!

POWOW Coffee Mornings

Our popular POWOW (Partners of Widows or Widowers) coffee mornings run on the first Thursday of every month. Pop in to St Thomas' Church any time between 10am and 12noon for a free cuppa with others who have lost their husband, wife or partner.



Are you a Carer?

Do you provide unpaid support to a relative, friend or neighbour who could not manage without you? This could be due to their age, physical or mental illness, substance misuse, eating disorder or disability.

If so, **you are a carer**, and we would like to support you.

You can contact us via the telephone, **01722 336441**, or email, **three.chequers@nhs.net**

You can check out our web-page at

www.3chequers.co.uk/carers



Our carer's team (Clare & Lyn) have, once again, been given the Platinum Award for the work they've done with Carer's - testimony to the effort and commitment they show every day.

Changes to Non-NHS processes

We have changed the way we process your Non-NHS requests to give our clinicians **more** time doing what's most important; **caring for you**.

From 1st July 2022, our medical reporting and most other Non-NHS processes are being outsourced to an NHS Digital accredited company, **MediData**.

You should still make requests to us for initial processing, our Patient Services Coordinator team will assess the request before sending it to MediData to be processed to completion. Requests should be made by visiting any of the surgeries or emailing the team on three.chequers@nhs.net to complete a consent and request form.

Please allow 28 days for all Non-NHS requests to be completed. If your request is complex and requires longer, we will inform you of this.

As always, patient confidentiality is a priority and, therefore, we will not be able to process requests without a completed consent form.

Some processes will continue "in-house", such as DVLA reports, Firearms Licencing and Medical Examinations will continue to be complete by the Practice's team of GPs.

Three Swans Refurbishment

As most of you will know, and some of you will have seen, Three Swans, having undergone an 8-week intensive aesthetic rejuvenation, is once again open for patients.

New lighting throughout, modernisation of clinical rooms including new flooring and hand-washing facilities as well as a thorough, top-to-bottom redecoration has left the building looking 20 years younger.

Even the outside of the building has had a spruce up, with the old, timber windows and bays receiving some much needed TLC.

Check out our website to see the "Before & Afters" of the makeover

www.3chequers.co.uk/refurbishment-progress

Questionnaires

Occasionally, we may text or email you with links to questionnaires about your health or other key patient data. We would be very grateful if you would complete these questionnaires as it can help save vital clinical time!

Thank you!

Online Services

You can book appointments, order repeat prescriptions and change your contact details - all without pesky telephone queues and hold music!

Travel Clinics Restarting

We are pleased to announce that we are shortly recommencing our popular Travel Vaccination clinics for patients who require certain immunisations to travel abroad. Speak to the reception team to find out more

Autumn COVID boosters

We have received guidance on the eligibility criteria for the COVID boosters in the next phase of the vaccination programme; whilst we do not yet have confirmed plans, we are happy to announce that we will be participating in this campaign and will update you with details in the near future.



PLEASE SHOW CONSIDERATION for other patients when waiting for your appointment; **do not play music or videos, make or accept telephone calls** in our waiting rooms. Thank you for your cooperation.