



# JESMOND

HEALTH PARTNERSHIP

## PATIENT UPDATE - AUGUST 2019

### Our new name

Following the merger of The Surgery and Holly Medical Group in April, the new practice will be known as the **Jesmond Health Partnership**. We will continue to operate from our two existing locations – 17 and 200 Osborne Road – serving more than 13,000 Jesmond residents.



### Update

We want to thank everyone for their patience throughout this merger process and in the past few months. Merging two practices has not been a simple task, it has had to be undertaken in a short timeframe and there has been a significant amount going on behind the scenes to provide continuity for patients, and to develop and implement plans for the future.

**We are now at a point where we are operating as one practice with appointments available across the two sites.** While we are yet to synchronize the phone system (this will be done very shortly), calling either number will give you access to the same available appointments and services.

As well as integrating the phone system, we are also working towards a new website and launching a Facebook page. Our aim is to improve how we communicate with all of our patients and to be as clear and transparent as possible.

### Merger

We have had a number of queries from patients seeking to clarify the circumstances around the merger. The Partners at Holly Medical Group had their own reasons for deciding to leave. They came to the difficult decision that they no longer wanted to provide GP services from April 2019.

After that decision had been made, **the Partners at The Surgery (200 Osborne Road) were approached to try and secure the long-term sustainability of primary care services in Jesmond. At that point the partners from Holly Medical Group and the partners from The Surgery agreed to merge the practices.**

The demands and pressures on GP practices are increasing and we need to change and adapt to meet these needs. Having two practices working as one will help us achieve this. Both practices have a history of providing high quality care to similar patient populations. **We are grateful for your patience during this time of change within the practice.**

### Online Services

Did you know you can book an appointment or order your repeat prescription online? Online services are available for all of our patients, meaning you can access information anywhere, at anytime.

The system is easy to use, and is accessible from any computer, tablet or smartphone with an internet connection.

To sign up, please drop into either practice location and speak to the team.

17 OSBORNE ROAD  
JESMOND  
NE2 2AH  
0191 281 4588



200 OSBORNE ROAD  
JESMOND  
NE2 3LD  
0191 281 4777

### Appointments

We know demand for appointments is high, and **to help manage need and expectations we have categorised appointments into three types** – based on a combination of urgency, convenience and patient preference.

We would ask patients to consider these factors and the examples opposite when requesting an appointment.

New appointments are released daily to allow us to meet urgent need.

For **QUICK** appointments, call us on 0191 281 4777 or 0191 281 4588

For **CONVENIENT** and **PERSONAL** appointments, call, visit us or use our online services if you are registered.

**Routine appointments – for non-urgent issues – are released daily at 10am and are bookable 3, 7 and 14 days in advance.**

	QUICK	CONVENIENT	PERSONAL
<b>Definition</b>	Next available appointment	At a time that suits you	With a clinician of your choice
<b>What is it for?</b>	To be seen quickly for medical need	You can only attend at certain times	Want to discuss your issue with a specific clinician
<b>What is it NOT for?</b>	Minor/non-medically urgent issues	Urgent issues	Urgent issues
<b>How to book</b>	Call – trained staff will ask what the issue is	Call, visit, online	Call, visit, online
<b>Availability</b>	On the day	Pre-bookable 3, 7 and 14 days in advance	Pre-bookable 3, 7 and 14 days in advance

**FIND US ON  
FACEBOOK**  
**@JESMONDHEALTHPARTNERSHIP**

### Staff Updates and Recruitment

Many will be aware of the challenges facing Primary Care in England. Recruitment is a particular challenge and, despite our best efforts, this is an ongoing issue.

In the interim we also have some locum cover with the potential for this to be longer term. We are about to appoint two highly experienced Advanced Nurse Practitioners (ANPs). ANPs are specialist nurses with additional medical training, and can deal with a range of issues that you previously may have seen a Doctor for, including prescribing medication.

The plan is that they will be able to address some of the urgent appointment need that we currently cover with GP appointments. If we can do that effectively the hope is to then free up more time for GPs to offer routine appointments.

#### Warm Welcomes to:

**Jane Rodger**, ANP

**Lesley Ransome**, ANP

**Dr Rohan Shakoor**, General Practitioner

**Vicky Watson**, Interim Practice Management Support.

#### Fond Farewell to:

**Catherine Armitage**, Practice Manager, who leaves us after 5 years.

We'd like to thank Catherine for all her hard work, and wish her and her family well for the future.

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