

## STONEFIELD SURGERY



## SPRING NEWSLETTER 2025

Welcome to the Spring issue of our patient newsletter.  
Keeping you up to date with information you may need to know also any new initiatives or activities.

---

**Bank Holidays** – We will be closed on **Monday 26<sup>th</sup> May** for the Spring Bank holiday and will re-open the following day (Tuesday) 8am.

---

It has been a while since we have sent out a Newsletter and there have been quite a few changes in Practice as below:-

Our current **Clinicians** are:

Dr Linton (M)  
Dr Crowley (F)  
Dr U Ahmed (M)  
Dr S Ahmed (F)  
Dr J Gupta (F)  
Dr F Rahim (M)  
Dr K Millar (M)  
Dr S Sawera (F)  
Emma Sankey (F) Advanced Clinical Practitioner

We are sorry to announce that Dr Bishop (M) will be leaving the team in May – unfortunately he is moving away from the area. He has some annual leave to take so his last working day will be Tuesday 13<sup>th</sup> May. We are really sorry to see him go, and he will be greatly missed. However, we wish him and his family all the best in their new home and for the future.

**We have advertised for another GP to work 3 days a week and will keep you updated.**

We are a training practice and as such we have medical students who will sit in with a clinician. We have Trainee GP's; these Doctors are qualified but in order to become a General Practitioner have to do additional training in Practice and are based with us for 1 – 2 years.

### **Nursing Team**

Kristie and Becki - Practice Nurses  
Danielle – Nurse Associate  
Gail and Melissa – Health Care Assistants  
Pattie – Phlebotomist

**Care Co-ordinators** – Lisa EC/ Tracey / Judith / Demi / Joanne / Sarah/ Lisa S/Lisa L

We have 2 temporary staff joined us for 12 months to cover for Sarah who has now started her Maternity leave, following the arrival of a lovely baby girl. Our 2<sup>nd</sup> temp staff member is to cover long term sick, and we wish Joanne a speedy recovery.

**Medical Secretaries** – Karen / Gabi

**Office Manager (Mornings)** Sue Booth – is the go-to person for staff in the mornings.

**Operations Manager (Afternoons)** – Cat Felton is the go-to person for staff in the afternoons as well as dealing with any complaints.

**Social Prescriber** – Sarah. She is able to help with all sorts of social issues, completion of forms, assistance with benefits, information on local groups and where to get help for all sorts of areas including stopping smoking, bereavement, carers etc. Please ask reception who will be able to refer you in.

**First Contact Physio** – Adam for Joint or muscle problems, the staff can book you in for a telephone triage with him and she will then arrange the appropriate Face to Face appointment with herself or refer to a more appropriate clinician.

**Mental Health Practitioner** – Jake this is for patients aged 18 – 64, both the admin and clinicians are able to book appointments with him. Telephone or Face to Face. The reception staff have a criteria of who can be booked in.

**Pharmacist** – Rozeena undertakes medication reviews and audits on repeat prescribing.

**Paramedic** - Michelle - deals with minor ailments

**Spring Covid Booster** - Age 75 and over (by 17 June 2025)– ensure you book your appointment with one of the nursing staff. Also you may be eligible if you are in a high risk category. The spring Covid vaccination programme will end 17/6/25.

**The RSV Vaccine** is recommended if:

- You are pregnant – the vaccine is recommended during every pregnancy (from 28 weeks onwards) to help protect your baby after they're born
- You are aged 75 to 79

If you turned 80 after 1 September 2024, you're eligible for the RSV vaccine until 31 August 2025.

The RSV vaccine helps protect against [respiratory syncytial virus \(RSV\)](#).

RSV is a common cause of coughs and colds. Most people get it several times during their life. It usually gets better by itself, but in some people (especially babies and older adults) it can cause illnesses such as:

- [pneumonia](#) (a lung infection)
- [bronchiolitis](#) (a chest infection that affects babies)

These illnesses can cause serious breathing problems. They may need to be treated in hospital and can be life-threatening.

Getting RSV can also make your symptoms worse if you have a lung condition, such as [chronic obstructive pulmonary disorder \(COPD\)](#)

**Appointments** - both GP's and Nurses do have routine face to face appointments, not all problems require a GP appointments and could possibly be dealt with via Patches.



**Got a question or query – talk your Doctor online!**

We have a way in which you can contact your Doctor online for any routine enquiries. We will aim to get back to you within 72 hours. This system is called **Patches**.

You can use this system to:

- Request sick notes.
- Request letters
- Submit a query about prescriptions
- Ask for advice about non urgent medical conditions

Please consider using Patches. This is our online platform which is secure and comes directly to the Practice. It can be accessed via our website, [Homepage - Stonefield Surgery](#). Once you have registered you can request the above and ask for certain information or queries.

For Patches enquires, we have a 48-hour turnaround (excluding weekends).

**This is not for Urgent enquiries. Monday to Friday 8am to 6pm**

### **NHS App!**



We would like to invite you to use The NHS App. This allows you to access a range of NHS services. You can use the NHS App to:

- Order repeat medication
- Nominate a Pharmacy
- View Medical Records/Test requests

The quickest and easiest way to get your prescription is to order via the NHS app. If you need any help setting this up please ask at reception.

[Getting started with the NHS App - NHS App help and support - NHS](#)

**Annual Reviews** - if you have a long-term condition such as Asthma, Diabetes, hypertension etc you will need an Annual Review. These are being done in the month of your birth. We will be sending reminders to book in with the nursing team, but you no longer need to wait for the reminder to book with the nurse for your review. Depending on what you are seeing the nurse for you may need blood tests first.



## ON-LINE ACCESS

**Patients 16 years and over are actively using Patient Access benefiting from convenience and ability to log on anytime from home or work via a PC or mobile app.**

Patients can view, book, or cancel appointments/Request repeat prescriptions

Check allergies and immunisations/View some of your medical records

Every Patient requires a unique user ID and password to log into the system. Once logged in the service is simple to use and available 24/7

### Registering for Patient Access

If you are interested in applying to use this online facility please enquire at reception or pick up a leaflet for step-by-step instructions on how to sign up.

### PPG – Patient Participation Group

If you are interested to join our [Patient Group](#) and have your say, please see the PPG noticeboard in reception or email [June.ghilene@nhs.net](mailto:June.ghilene@nhs.net) to express your interest.

Meetings are by-monthly held on Wednesdays at 4.30pm – our next meetings are:-

Wednesday 18<sup>th</sup> June 2025

Wednesday 13<sup>th</sup> August 2025

Wednesday 15<sup>th</sup> October 2025

Wednesday 17<sup>th</sup> December 2025


**DNA's (Did Not Attend)** – We are trying to improve our DNA which is the number of patients that 'Do Not Attend' their appointment. Please help us by cancelling your appointment if you cannot attend, this will open up the clinic slot for another patient and improve our service. We have a 24 hour cancellation line, if you ring the surgery number and press 0 you will be asked to leave your name; date of birth; address and date and time of your appointment.

### Veterans Group

The Veterans Group meet up at the surgery once a month. We welcome Veterans from any surgery, please feel free to just come along to any or all of the below dates.

They are on Wednesdays 10am – 12 Noon:

21<sup>st</sup> May / 18<sup>th</sup> June / 16<sup>th</sup> July / 20<sup>th</sup> August / 17<sup>th</sup> Sept / 15<sup>th</sup> October / 19<sup>th</sup> November / 17<sup>th</sup> December

**Google Reviews** - Please help us increase our profile by leaving a  you should receive a message after your consultation with a link to leave a google review. Thank you in advance for your co-operation, this is very much appreciated.

**Jo and the team at Stonefield Surgery Team**