

**Staunton & Corse Surgery**  
**Patient Participation Group Newsletter**  
**Summer 2024**



**Welcome**

This is the Summer 2024 edition of the PPG Newsletter.

Our most recent PPG meeting was held on Wednesday 5<sup>th</sup> June 2024.



**Staff Update**

Our Physicians Associate, Nurjahan returned from maternity leave on the 3<sup>rd</sup> of June...great to have you back!! Nurjahan will be working on a Monday, Tuesday and Thursday. Nurjahan is part of our Urgent Care Team and will help with on the day care and treatment.

We recently said goodbye to one of our Reception Team members, I am delighted to say that we now have a new Reception Team member, Sarah.

Sarah comes with GP Reception experience and is settling in well.

Jo Webber, our Practice Nurse, and Asthma Lead, is now also looking after our COPD (Chronic Obstructive Pulmonary Disease) patients and will lead on this for the practice.

Jo is currently undertaking a training course to complete her expertise in this area.

Izzy is now studying her General Practitioner Assistant (GPA) competencies to become a fully trained GPA...Go Izzy!

Megan from the Dispensary Team is about to embark on her Dispensary Assistant training very soon, this qualification will then allow her to train as a Qualified Dispenser...Good Luck Meg!!



**New Telephone System**

Our old analogue telephone system has now been replaced with a cloud-based telephony system.

As part of the NHS England contract, all practices with analogue telephone systems

must switch to a cloud-based system by October 2024.

The new system allows NHS England to obtain call data such as how long calls have been waiting to be answered, how many calls were cancelled etc...

It also has a callback function so if the call que is excessively long you can use this option and the system will automatically call you back when you have reached the top of the que!

There is no change to the options you are given, and the number remains the same:

**01452 840228**

Option.1 – Dispensary Query line, open Monday to Friday from 9am – 11am and 3pm – 5pm.

Prescription requests are not taken over the telephone. Please use the NHS App, our website, drop in your repeat slip at the practice or use the monthly repeat prescription ordering service, if you have regular repeat medication – speak to the Dispensary Team for more details.

Option.2 – Main Reception line for appointments and general enquiries.

**PLEASE NOTE: All calls are monitored for training and quality purposes.**



**Patients who did not attend their appointments:**

<b>March 2024</b>	<b>56 Appts</b>
<b>April 2024</b>	<b>84 Appts</b>
<b>May 2024</b>	<b>71 Appts</b>

The appointments not attended are a mixed of GP **ROUTINE** appointments and Nurse appointments.

**Our patients are waiting between 5 – 6 weeks for a routine GP appointment...**

**IF YOU NO LONGER NEED YOUR APPOINTMENT, PLEASE CANCEL IT!**

Other patients can then be offered these appointments.

If you are unable to attend your appointment, **please** call Reception on 01452 840228 at the earliest convenience.



**Flu Season 2024**

At Staunton and Corse Surgery we are now planning the Flu vaccination programme.

NHS England has postponed the roll out of flu vaccinations until the start of October this year. Evidence shows that the flu vaccine's effectiveness can wane over time in Adults and due to this evidence has moved the start date to early October.

We are hoping to commence child vaccinations from 24<sup>th</sup> September and Adult vaccinations from 9<sup>th</sup> October 2024.

We will of course inform all of our patients when we are taking bookings, keep an eye on our website: [www.stauntonsurgery.co.uk](http://www.stauntonsurgery.co.uk) and our Facebook page: [Facebook](#)

...we will also have posters on display around the practice.

PLEASE DO NOT CALL TO BOOK A FLU VACCINATION AT THIS TIME, WE WILL LET YOU KNOW WHEN WE ARE TAKING BOOKINGS – Thank You

**Health and Wellbeing... Making the most of our local community. 'Staying Active Staunton'**

**Short Mat Bowls, Every Tuesday  
2pm – 4pm & 7pm – 9pm @ Corse & Staunton Village Hall  
£3.00p**



**Jim Barclay: 01452 840343**



[corse-staunton-vh@outlook.com](mailto:corse-staunton-vh@outlook.com)

**Short Mat Bowls, Every Friday  
2pm – 4pm @ Hartpury Village Hall  
£3.00p**



**Ken Jollans: 01452 700054**



[info@hartpuryvillagehall.co.uk](mailto:info@hartpuryvillagehall.co.uk)

**The Craft Group**

**Fridays from 10am – 12pm @ Apperley Village Hall**



**Eve: 01684 294324**

**Book Club**

**First Friday of the month:  
11AM onwards  
Staunton & Corse  
Community Hub**

**Bridge Club**

**Friday: 1 - 3PM Call  
01452 840323 to pre-book your place.  
Staunton & Corse  
Community Hub**

**Gardening Group**

**Friday: 11am – 1pm  
Staunton & Corse  
Community Hub**

--	--	--

--	--	--