ISSUE #1

Harbury & Bishop's Newsletter

WINTER

FEBRUARY 2025



Hello and welcome to the latest edition of the Harbury and Bishop's Itchington Surgery newsletter!

We're excited to bring you all the latest updates from Harbury and Bishop's Surgery. In this issue, we'll share recent events, introduce new team members, highlight exciting initiatives, and provide important information about our services.

Your health and well-being remain our top priority, and we're committed to supporting you with the best care possible. As always, we value your feedback and welcome suggestions for future newsletters.

Warm regards,
The Harbury and Bishop's Surgery Team

In this newsletter you can expect:

Key updates

Key dates

GP net 0

From the Partners

Where your healthcare matters

Harbury Surgery

MADE BY ARRAN BURFORD

Key Updates

Changes to the team

This year has brought several changes to our team. We said farewell to our Practice Manager, Gaynor Tilley, who moved on to new opportunities. Suzanna Stanley has stepped into the role seamlessly, with Alice Woodward stepping up as the Assistant Practice Manager.

On the clinical side, we bid a fond farewell to Dr. Panting and our nurse, Jan, as they retired after years of dedicated service. We are incredibly grateful for their contributions and wish them all a happy and fulfilling retirement. On a brighter note, we're thrilled to welcome Dr. Slinn, who has quickly proven to be a fantastic addition to the team.

In the admin and reception team, we said goodbye to Sam and Lois as they pursued exciting new opportunities, and we wish them the very best in their endeavours. Ellie is currently on maternity leave, and we're delighted for her during this special time. Joining the team are Adam and Arran, who are settling in wonderfully and already making a difference.

This year, we've been fortunate to have Dr. Martin, Dr. Vickers, and Dr. Strudwick, join us as GP registrars. Their hard work and dedication have been invaluable, and we're so grateful for their contributions. As they move on to the next stages of their careers at year's end, we wish them all the best. We're excited to welcome two new registrars Dr Millar and Dr Jones, who have already started their own clinics and are providing excellent care.

The flood

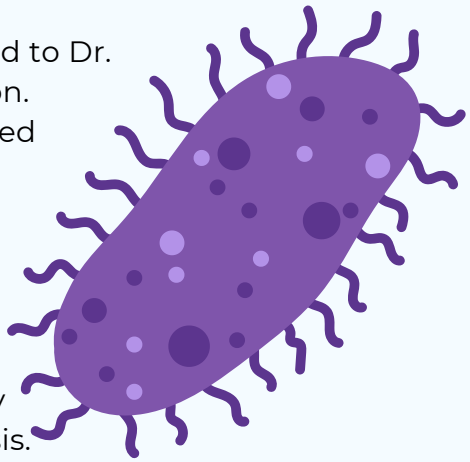
Some of you may recall the torrential rain in late September. Thanks to the quick actions of our Practice Manager and Assistant Practice Manager, we prevented water from entering the building. Despite the challenges, we continued seeing patients and appreciated your understanding during this time.



Respecting Our Staff

At Harbury and Bishop's Surgery, our hardworking team is dedicated to providing the best care. We kindly ask all patients to treat our staff with courtesy and respect. Abusive or aggressive behaviour will not be tolerated. Thank you for helping us maintain a safe and welcoming environment for everyone.

Flu and Covid-19



A big thank you to our nurses, Corinna, Vicky, and Karen, and to Dr. Lewis for their hard work during the flu and COVID-19 season. Despite challenges like limited vaccine supplies, they ensured clinics ran smoothly. Thank you for your patience.

Booking appointments

Here are some tips for getting an appointment during this busier period.

- Call early: Our phone lines open at 8:00 AM for same-day appointments, allocated on a first-come, first-served basis.
- Plan ahead: Non-urgent appointments can be booked up to 48 hours in advance.
- Use online consultation service (ACCURX) on our website: For non-urgent medical or administrative requests, consider using our online service to save time. Please note, these are not monitored 24/7.

Book with the right team member for faster, specialised care.

Clinical Pharmacists:

- Medication and blood pressure reviews
- Prescription queries
- Advice on long-term conditions
- Information on medication and medical devices, such as inhalers.

Nurses:

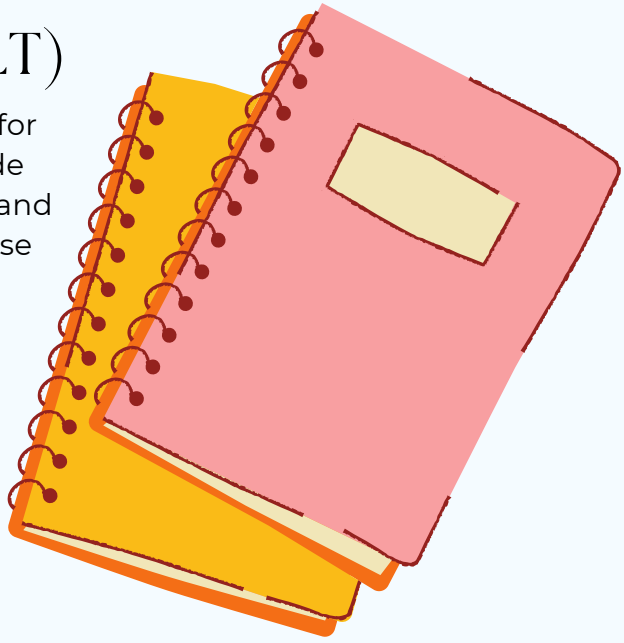
- Vaccinations
- Routine health checks
- Wound care.
- Smears and contraceptive reviews.

Doctors:

- New or complex symptoms requiring diagnosis.
- Chronic condition management.
- Referrals
- Specialist advice not managed by the other team members.

Key Dates

Protected Learning Time (PLT)



The surgery closes one afternoon 9 months a year for mandatory training that all GP surgeries nationwide must take part in. Notices are posted at reception and on our website. If you need more information, please ask reception or call us.

PLT closures coming up:

- February 27th 12:30-6:30
- Marth 19th 12:30-6:30
- April 10th 12:30-6:30

GP Net 0

We're proud to be part of the nationwide GP Net Zero initiative, aimed at reducing the carbon footprint of surgeries. While we already strive to be environmentally conscious, we're working with a dedicated team to make further improvements.

Green Inhaler Initiative

Traditional metered-dose inhalers (MDIs) have a carbon footprint of approximately 28kg per inhaler (the same as driving 175 miles). By prescribing dry powder inhalers where appropriate, we can reduce this impact significantly. If you're interested in learning more, book an appointment with our clinical pharmacist.

Paperless Communication

To reduce paper waste, we're increasing the use of text messaging. Please ensure your contact details are up to date by speaking to reception or updating them on our website. Thank you for supporting our sustainability efforts.

We're striving to make Harbury Surgery more environmentally friendly by going paperless, and we'd love your support! One simple way to help is by downloading the NHS app. With the app, you can easily view messages and documents without the need for printed copies.
Additionally, please ensure your contact information is up to date. This helps us reach you efficiently without relying on postal mail. Together, we can reduce waste and improve communication.

Thank you for reading our winter newsletter. We look forward to continuing to support your health and well-being in the coming months!

From the Partner(s)

Thank you for your continued support over the last year. Christmas and the winter period is always busy, with an increased demand for appointments. Thank you for bearing with us! We are always striving for a positive patient experience at Harbury and Bishop's Itchington Surgeries. Therefore if you have any constructive feedback, please don't hesitate to get in contact via the practice manager email; practice.manager@harburysurgery.nhs.uk

Please note that we also have a Patient Participation Group which meets quarterly. Please also contact them on the following email address if you have any suggestions: ppg.harburysurgery@gmail.com

If you have anything that you would like to see in this news letter please send us an email to "reception@harburysurgery.nhs.uk"