

PATIENT NEWSLETTER

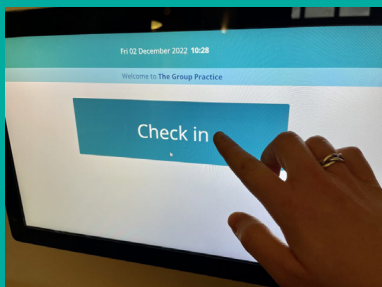
SPRING EDITION MAY 2023

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Self Check In

At both our Forest End and Waterlooville Health Centre locations, we now offer self-check-in screens for your convenience.

Feel free to use them upon arrival for your appointment, as it will help you avoid waiting in line at the reception desk.



Missed Appointments

In January 2023 we had 249 missed appointments. February had 264, and March had 221.

If you are unable to attend your appointment for any reason, please let us know so we can offer that appointment to somebody else.

You can cancel your appointment online or over the phone, www.vinemedicalgroup.co.uk/cancel

We have recently upgraded our patient calling screens across all locations, providing you with a refreshed, more user-friendly interface while you wait. These enhanced displays feature relevant videos, advertisements, and information, all presented in an accessible and easy-to-read manner to ensure a smooth calling-in experience.

Welcome to the team!



Dr Hamish Reid

We are very happy to welcome Dr Reid back to the GP team, who joined Vine Medical Group in April 2023. Some of our older patients may remember Dr Reid from his previous tenure as Forest End Surgery.



Dr Nicola Cullum

We are also very happy to welcome Dr Cullum to the GP team, who joined Vine Medical Group in March 2023.

Waterlooville Food Bank

If you have anything you would be able to donate to the Waterlooville Food Bank, please bring it along and deposit at our Forest End site.

Crisps, sweets, biscuits, gravy, as well as standard items such as rice, noodles, jam, jelly etc.

Toiletries are also most welcome donations.

Vine Medical Group
Forest End Site
Forest End
Waterlooville
Hampshire
PO7 7AH

Waterlooville Health Centre Refurb Update

Waterlooville Health Centre is currently undergoing some refurbishment. The health centre is a shared building, owned and managed by the NHS.

The refurbishment project seeks to improve Waterlooville Health Centre by upgrading the heating system and building fabric to become more environmentally friendly in terms of energy usage and to boost the centre's environmental credentials.

The works should be completed by the end of the summer, and we will aim to minimise any disruption to patients during this time.



Our Patient Health Champions have supported us to set up a monthly walk and talk, and a weekly craft group for Vine Medical Group patients to attend.

Visit our website www.vinemedicalgroup.co.uk/collaborative-practice.php for more information.



Take charge of your health!

All patients are invited to use one of the Health Pods at our Forest End or Waterlooville Health Centre sites. You can use the Health Pod to submit one, or multiple blood pressure readings, complete a contraceptive pill check, record your smoking status, check your BMI or give the surgery feedback by completing the Friends and Family Test.

The benefits to you are:

- No appointment needed. You can drop in at a time convenient to you.
- Abnormal readings are reviewed by a Healthcare Professional and if further action is needed you will be contacted.

ATTENTION: If you are checking your blood pressure and are concerned by the result (*for example a high reading*), please stop by the reception desk afterwards as you may need to be seen by an appropriate clinician.

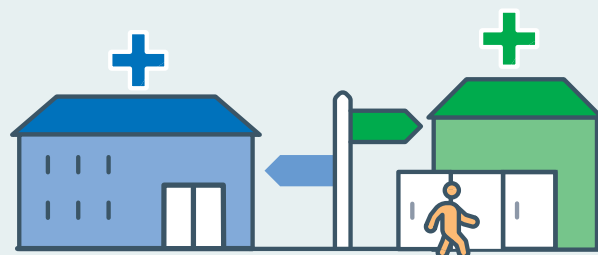


Our practice is working closely with local pharmacists to support you with certain minor health conditions

It may be more appropriate to have your NHS consultation with a trained pharmacist instead of the GP practice. You can choose a pharmacy convenient to you and we will arrange this for you.

Your consultation will either be by phone or video call, or you can go into the pharmacy. With your consent, the pharmacist will let us know what happened at your consultation to make sure your medical record is updated.

Ask us for more information



YOUR FEEDBACK

At Vine Medical Group, we strive to provide the best possible care to all of our patients. We understand that your feedback is crucial in helping us improve our services and ensure that we meet your needs.

Here is some recent positive feedback from patients...

"Having received an online invitation for a health review I was given a very quick and convenient appointment. Reception staff friendly and the Health review nurse very very helpful following discussions with her and tests undertaken."

"I was made to feel part of the family. I was treated with kindness and friendliness and especially from Sam and Zoe from the pharmacy, I am very grateful for all their help and support thanks again."

"The surgery got in touch with me and I was seen in the next couple of days and I have always had this service I have always been very impressed with my surgery."

"Under the circumstances with the NHS being busy etc. I have found the service quick and efficient."

"The staff are all ways very helpful and friendly and any questions are fully explained."

"Nurse Laura couldn't have been more kind, more patient and more efficient. In these days when surgeries are criticised so much I wish to place on record that I cannot praise the service I am receiving enough."

"Vine Surgery Staff on All Sites, I find are All very Welcoming, Friendly, Caring on Telephone & Face to Face. All Nurses I see are Welcoming, Friendly, Professional, (always ask how I am, if there's anything else they can do for me) always ready to offer advice if I ask. I Love our Surgeries, Gp's Paramedics, HCSW's, Reception Staff. I'm always very well supported when Ringing into Surgeries, or when visiting for my Appointments. Thank You All Very Much for Always 'Being there' for me'."

We would be grateful if you could take a few minutes to leave a review on **Trustpilot**, **NHS UK**, **Google**, or **NHS Friends and Family**.

By sharing your experience, you can help other patients make an informed decision about their healthcare provider. Your review can also help us identify areas where we can improve and continue to provide the highest quality care.

Simply go to www.vinemedicalgroup.co.uk/leave-a-review



Need directions to one of our sites?
Simply scan the QR code below with your phone's camera.



Scan me

Forest End Site



Scan me

Stakes Lodge Site



Scan me

Waterlooville
Health Centre Site



Scan me

Westbrook Site



View our practice brochure online!

Simply go to:

www.vinemedicalgroup.co.uk/brochure



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