

## Merger Update

LIPHOOK & LISS  
SURGERY



### A welcome from our Senior Partner, Dr Andrew Holden

So welcome to you all for our first newsletter as a merged practice! This is such an exciting step for both practices as we are now our own Primary Care Network (PCN). For you as patients we aim to maintain the personalised service we have always offered wherever possible, so, even though we will be an organisation serving 32,000 patients, we do not want to throw that baby out with the bathwater! So why have we done it? Well, PCN's allow us to provide more services directly to patients which can't be achieved at a smaller scale. For instance, we are able to employ extra staff such as physiotherapists and pharmacists who will be able to help GP's with day-to-day management of your health care. At an unprecedented time of pressure in general practice (yes, it is as bad as the headlines) working at scale gives us more resilience too as well as more resource. We are genuinely excited about the opportunities ahead and looking forward to continuing our reputation for delivery excellent healthcare for you.

---

### IT issues:

We are pleased to announce the clinical system merge has completed, although it did take much longer than planned which was out of our hands with the IT Engineers. The merge took nearly 2 working days longer than anticipated, which has subsequently caused other backlogs in the system. We would like to apologise to all Liphook & Liss patients for this, as it meant we could not deliver our usual service during the week of 25th April to these patients.

We would like to reassure patients that systems are all now fully functional.

---

### Online Patient Access

We are aware that the IT merge caused some patients who registered via the surgery to experience online access issues, something not unique to our medical group; we apologise for any inconvenience caused because of this. Please do contact us and we can rectify this for you. Anyone who registered online should find their access to be unaffected.

---

### Dispensary at Liss Surgery:

The IT merge unfortunately had a huge impact on the dispensary and this meant it was not really functional until w/c 2/5/22, however this delay caused a large backlog of requests and we therefore had to make the difficult decision to close the dispensary for a couple of days so the team could catch up on this backlog. We would like to express our sincere apologies to any patients who experienced delays during this difficult time. Our wonderful dispensing team have been working lots of extra hours to get through this backlog, and we are pleased to say we are now back up to date and look forward to providing this service to our patients moving forwards.

---

### Telephony:

We are also looking at improving our telephone systems across sites to reduce waiting times for patients, we plan to have an update on this very soon and will update in the next patient newsletter.

### Update Your Contact Information

The NHS is currently asking practices to ensure registration details are up to date. Mobile numbers are extremely helpful in communicating with all our patients. If you think we might not have your mobile number or you have recently changed your number, please update your contact details by visiting [SwanMedical.yourGP.co/Contact](https://SwanMedical.yourGP.co/Contact) OR you can scan the QR code here.



### MMR Vaccination

The MMR vaccination is usually given to children at the ages of 1 year and 3 years 4 months. It is a 2 dose course.

This gives you protection against:

- Measles
- Mumps
- Rubella (German Measles)

These diseases are easily transmitted between unvaccinated people.

If you have not had your MMR vaccination, please contact the surgery to arrange getting your vaccination appointment.

### COVID vaccination clinics

As you may already know, the Covid Vaccination Clinic that was held in Petersfield Festival Hall, has now closed.

Future covid clinics are being held in GP practices as well as continuing in some mass vaccination centres. We will be in touch with eligible patients when we run any clinics at the surgery to invite you in turn.

## Patient Participation Group - PPG

What is a PPG? Every practice has one and it should: do the following:

1. Support the practice through raising understanding of patients' needs
2. Represent patients' interests
3. Provide feedback
4. Be a critical friend to the practice



We are always looking to grow our PPG to ensure it represents our practice demographic, if you would be interested in joining our PPG or find out more information, please contact us via [sehccg.swanmedicalgroup@nhs.net](mailto:sehccg.swanmedicalgroup@nhs.net)



## New GP

**We are delighted to welcome a new GP to Swan Medical Group!**

We welcome **Dr Hannah Lennard-Jones** to the SMG team! Dr Lennard-Jones has her own patient list & is based at Swan Surgery. She qualified from Leeds medical school in 2015 and subsequently completed GP training in Guildford, which included gaining experience in Oncology, ENT, Obstetrics and Gynaecology, Paediatrics and Palliative Care. Dr Lennard-Jones joined Swan Medical Group in January 2022 as a salaried GP, and enjoys all aspects of General Practice. Her working days in surgery are Tuesday, Wednesday & Friday.

## GP Sabbatical

Dr Andrew Holden (GP Partner based at Swan Surgery) and Dr Suzy Holden (GP Partner based at Liss Surgery) are both going on a 1 month sabbatical this coming June, they will both have Locum GP's working for them during this time covering their patient list, as follows:

- **Dr Mat Yogeswaran** – will be covering Dr Andrew Holden's patient list, working 4 days per week
- **Dr Tom Huitson** – will be covering Dr Suzy Holden's patient list, working 3 days per week

## Social Prescribing

With the price increases of gas and electric approaching, we understand money is of concern to many of us.

MoneyHelper offers free, impartial and unbiased money and pensions guidance and also has support around money troubles and helps people find free regulated debt advice.

It's backed by government and also recommends further, trusted support if you need it.

For clear money help that's on your side and free to use, just search for MoneyHelper or visit: [moneyhelper.org.uk](http://moneyhelper.org.uk)



## Car Park Reminder

A gentle reminder to patients who are using the Swan Surgery or chemist next door: If you are here for an appointment or are going to the chemist, you must make sure you are entering your registration number on the tablet in reception or behind the door in the chemist.

Please ask if you require assistance with this.

If this is not done, you will receive a PCN fine, do contact us to cancel this if you have visited the surgery and received a PCN.

**Our carpark is for the use of our patients and those using the chemist only.**

## Introducing the Surgery pod

We are delighted to announce we have introduced a Surgery Pod at Swan Medical group, currently in all location waiting rooms except Liss which is coming very soon. These pods contain a Blood Pressure Monitor, scales and a touchscreen. The touch screen has various health questionnaires where you can submit your BP readings, weight, BMI, smoking status and so much more. All of the results go straight into your medical record and are monitored by our clinical team.



We will shortly start to encourage patients to use the pod where possible to help us gather your data. Please do have a look and give it a try next time you are in the surgery.

All feedback on the pod is greatly appreciated.

### SUPPORTING CARERS

Are you looking after a sick or elderly relative at home, perhaps house-bound?

Do come and meet others, to share experiences and problems, and for a chat.

LIPHOOK CARERS SUPPORT GROUP meets at the Millennium Centre in Liphook on the first Wednesday of each month at 10.00-12.00 for coffee/ tea.

Please just turn up or contact

Sonia Meredith Tel: 01428 288913  
email: [soniameredith@icloud.com](mailto:soniameredith@icloud.com)

### Blood donation

Every year countries around the world celebrate World Blood Donor Day (WBDD).

The 14th June is WBDD, but did you know you can give blood all year round? To find out where this is happening near you please visit:

<https://www.blood.co.uk/>

At present there is a particular need for :

- O negative,
- B negative
- A negative

Thank you.

