

DR E V FEATHERSTONE  
DR A B MALONEY  
DR K J BADHAM  
DR K BEALE  
DR M DEGNAN  
DR C CHRISTIE  
DR H CLARKE  
DR M GOUGH  
DR Y OHLSSON



EASTFIELD HOUSE  
6 ST JOHNS ROAD  
NEWBURY  
BERKSHIRE  
RG14 7LW

TEL: (01635) 41495  
FAX: (01635) 522751

[www.eastfieldhousesurgery.co.uk](http://www.eastfieldhousesurgery.co.uk)

## Eastfield House Surgery Newsletter – Spring 2019



### **In this newsletter:**

Patient Participation Group, Staff Update, Primary Care Networks,  
Cancelling Your Appointment/DNAs,  
Surgery Car Park, Patient Contact Details

### **Patient Participation Group (PPG)**

At the last PPG meeting on Thursday 18<sup>th</sup> April Dr Anne Maloney gave an Educational Talk about a project she has been leading, jointly with NHS England and the Patient Safety Academy, to improving the management of emergencies in GP surgeries for all patients including babies, children and adults. This includes illnesses such as heart attacks, sepsis, severe allergic reactions (anaphylaxis) and severe breathing difficulties such as asthma and infant

bronchiolitis. Although the staff at Eastfield House have been receiving similar training for several years, most GP surgeries only have very basic CPR training. In addition, there are sometimes delays in ambulance service response times as GP surgeries are considered a place of safety.

Dr Maloney and her team are developing new training that involves all patient facing staff who practice emergencies in the GP surgery to improve team work and make sure that the right equipment is available and used correctly. Dr Maloney is also designing new checklists to help staff with these stressful events so that the best treatment is given.

**Dr Maloney would welcome any patients who would like to be involved in later stages of this project where we will be asking patients for their advice on the new training. Please contact Liz Pope if you would like to be involved.**

## **Practice Update**

Dr Helen Clarke gave birth to a baby girl in April and is expected to be on maternity leave for the next 9 to 12 months. Dr Helen Dace, a locum GP will be looking after Dr Clarke's patients as well as our long term Locum, Dr Peter Hetherington.

We have a new Healthcare Assistant, Karen Hatherall who started with us on 29<sup>th</sup> April and we have a new Practice Nurse, Natalie Green who started .

## **Cancelling Your Appointment/DNAs**

DNAs by month:	February 2019	310
	March 2019	237
	April 2019	243

**SO PLEASE, IF YOU DON'T NEED IT, CANCEL IT!**

## **Surgery Car Park**

Please remember that the surgery CAR PARK IS CLOSED TO ALL PATIENTS BEFORE 4PM except those with a Blue Badge and those being dropped off or picked up by taxi. If you park in the car park without displaying a Blue Badge, you will be asked to move your car as you may be blocking a GP from going out on a visit or restricting access for an ambulance arriving to take someone to hospital.

## **Don't Forget to Update Your Contact Details!**

Please remember to let us know if you move, change your phone number or change your email address. It is important that we have your up to date details for when we need to contact you.

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