



# TWIN OAKS MEDICAL CENTRE

01425 672741

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

## S U M M E R N E W S L E T T E R

### *The COVID-19 Pandemic and why we are continuing to work the way we are*

Current figures show that despite the vaccination campaign, COVID-19 is still very much here and our current priority is to keep our patients and our staff as safe as possible. We have received a few enquiries as to when we will 'get back to normal', but until we feel it is safe to do so, we will continue to use the intercom service at the door, to take head temperatures on arrival and to limit the number of patients in the waiting area. GPs continue to see patients but will telephone them initially and if the GP feels it is safe and appropriate, patients will be offered a face to face appointment.

### Contacting us



*Here are the ways to contact us:*

Telephone: 01425 672741 between 8am—6.30pm

Or Park View Surgery in Burley on: 01425 403263 8.30am—12.30pm

You can also to get medical advice from the GP via eConsult by going to our website and following the link 'contact your doctors online'

Email: [whccg.twinoaksmedicalcentre@nhs.net](mailto:whccg.twinoaksmedicalcentre@nhs.net)

*You can order prescriptions via email on:*

[whccg.prescriptions.twinoaks@nhs.net](mailto:whccg.prescriptions.twinoaks@nhs.net) or via Patient Access

# Welcome to Dr Hannah Stowe and Dr Becky Brickwood

Following the retirement of Dr Nigel Savage and Dr Jane Bowry in April, there have been a few changes at the Practice. Dr Rich Simpson is now our Senior Partner and Dr Kate Haslam and Dr Meg Woodrow have become partners.

Dr Hannah Stowe had joined the Practice as our new GP retainer and in August Dr Becky Brickwood join us as a salaried GP.

## Bransgore Community First Responders

As most of you may know Community First Responders are members of the public, trained and despatched by the ambulance service to local medical emergencies to provide basic life support until the arrival of the emergency ambulance. But a recent incident shows that some are under a misunderstanding as to what we can do so could I explain.

A community first responder is an unpaid volunteer who offers their time as and when they can to be on-call in the area.

As our team must run their voluntary work alongside their private lives there is very often a time when we do not have a volunteer on-call. (Hence our appeal for more.) Some volunteers have additional skills and equipment to allow them to be deployed to certain types of calls, that others do not have the skills to deal with. But most importantly, the volunteers can only be assigned to a call by our ambulance service, who know what skills the person on-call has, and what equipment they have and so can send them to the most appropriate call.

Please do not call us on our non-urgent voicemail number (beginning with 0844) or any of the teams' private numbers that may be in the public domain.

For medical emergencies that require an ambulance service response (and we form a part of that response) please call 999 if a life is at risk or 111 if you require medical assistance but it is not life threatening – or if you are unsure.

If the call is a suitable one for a CFR to attend before the ambulance, and if a CFR is available, the ambulance service will deploy us to the call.

Thank you for your support.

Mike Juke B.E.M

Bransgore Group Co-ordinator



## Connect to Support Hampshire

The aim of this website is to help you to stay independent for longer by providing you with resources to look after yourself, stay safe and connected with your local community.

[www.connecttosupporthampshire.org.uk/](http://www.connecttosupporthampshire.org.uk/)

-  Health and wellbeing
-  Managing at home
-  Equipment and adaptations
-  Getting out and about
-  Conditions, disabilities and end of life care
-  Money matters
-  Looking after someone
-  Care homes and other housing options
-  Advocacy and Powers of Attorney
-  Protecting adults at risk