



# TWIN OAKS MEDICAL CENTRE

*and Park View Surgery*



Tel: 01425 672741 between 8am—6.30pm

Park View Surgery: 01425 403263 8.30am—12.30pm

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

[whccg.prescriptions.twinoaks@nhs.net](mailto:whccg.prescriptions.twinoaks@nhs.net)

## SPRING NEWSLETTER

### *Thank you to our patients*

For bearing with us during our most busy time over the festive period. The volume of calls we received in the week before Christmas was the highest we'd experienced with over 2,200 calls in one week. This coincided with our new telephone system arriving so thank you again for your patience.

### *Welcome back Hannah and welcome to Charlotte & Juliet*



We are delighted to welcome back Dr Hannah Stowe who has returned from maternity leave. We are very lucky to welcome our new GP Registrar Dr Charlotte Cowling to Twin Oaks. She is a doctor who is in her final year of GP training. Finally Dr Juliet Gregson will be working with us as a long term locum GP on Fridays. We're delighted they are joining our team.

### *New appointment system*

We are currently trialling a new GP appointment system. This involves requesting our patients call us from 8am on any weekday to arrange either a telephone consultation or a face to face appointment (whichever they prefer) on that day *only*. There are currently no pre-bookable appointments with the GP. Our nurse appointments continue to be pre-bookable.

### *Interesting appointment information*



During December 2022 we booked over 2,200 appointments with all clinicians and over 2,100 during January. Unfortunately 92 patients DNA'd appointments during December 2022 and 78 patients during January. If you are unable to attend your booked appointment, please let us know so that it can be offered to another patient.

### *Self referral to Physiotherapist*

Patients are now able to self refer themselves to Physiotherapy. Just complete your details on the Physio service website: <https://www.southernhealth.nhs.uk/our-services/a-z-list-of-services/physiotherapy/Physiotherapy-form>.



## Loaned Blood Pressure Monitors need to be returned!

Over the last few months we have loaned some of our monitors to patients to enable them to take their blood pressure at home. We are still waiting for 20 of these to be returned so please check at home and return them to us as soon as possible so that other patients can benefit from them. Thank you.



## Sleepstation self referral

Sleepstation is a new service that has been commissioned by the Avon Valley Primary Care Network that our patients can self-refer to here:

<https://www.sleepstation.org.uk/start-now/>

It is a clinically validated sleep improvement programme that can help you **sleep better after just four sessions**. Designed by experts and backed by science, the online sleep service is proven to combat even the most severe insomnia. The team of coaches, doctors and sleep experts will help patients identify the underlying causes of their sleep problem and provide the personal support needed to improve their sleep.

## Can you afford to eat?

### *Do you need a Foodbank voucher?*

Your local Foodbank is here to provide food for individuals and families in financial crisis. If you feel you require the services of a foodbank—please contact reception as we can refer you to our Social Prescriber Lou Brierley who can arrange.

**Ringwood Community Fridge:** There is also a community fridge in Ringwood at the Library. They have a Facebook group called "Ringwood Community Fridge" where they will update as soon as they have donations dropped off. Their opening times are – Tues, Wed, Thurs 0930hrs to 1700hrs, Friday 1100hrs to 1300hrs, Saturday 0930hrs to 1330hrs Sunday 1630hrs to 1730hrs

**New Forest Food Larders:** Fareshare food larder visits across the New Forest with supplies of dried, fresh and chilled food. It is free to become a member and you pay for the weeks that you use it.

Prices below are for 25 items –

1 person household £2.50 per week

2 person household £3.50 per week

4 person household £5.00 per week

St Mary the Virgin church, Ringwood Road, Bransgore  
BH23 8JH Every Friday – 0930hrs to 1030hrs



## Receptionist Wanted!

We are looking for someone to join our small and friendly team of staff to assist our patients both in person and on the telephone. The work is varied



and fast paced, and the role will include answering phones, signposting patients to the correct services and booking appointments, manning the front desk, processing prescription requests from patients, and generally completing all other administrative tasks required to ensure the smooth running of the surgery.

Hours: between 12 and 35 hours per week to suit.

Hourly rate offered will be dependent on experience. Successful applicants will be invited to join the NHS Pension scheme.

If you are interested in applying for this position, please email a copy of your CV to [whccg.twinoaksmedicalcentre@nhs.net](mailto:whccg.twinoaksmedicalcentre@nhs.net).