



WALNUT TREE HEALTH CENTRE

PATIENTS PARTICIPATION GROUP (PPG) SPRING 2024

AVAILABILITY OF APPOINTMENTS – A DIFFERENT PERSPECTIVE

Let's picture the scene – you wake up one morning sadly feeling grim and realize you need to see your General Practitioner. You make the call and the receptionist says: "Sorry no appointments ". At this point, please don't address your understandable frustration at the receptionist.

175 patients – yes **175** patients did not arrive for their scheduled appointments In December alone: - 47 GP appointments, 67 nursing appointments, 34 Minor illness appointments, 23 forgotten blood test appointments and 4 missed physiotherapist appointments.

Any one of those missed appointments could have been rescheduled to another patient but only if those appointments had been cancelled. Whilst we all understand that an unforeseen emergency can prevent you from attending an appointment – but please make every effort to inform the practice so that your appointment can be given to another patient who needs help. It could be your friend or a neighbour with a sick child– let's think about others and make our new good practice to cancel those appointments that you cannot attend. You know it's the right thing to do.

DO YOU NEED HELP WITH TECHNOLOGY?

Engage Consult allows patients to order medications and arrange appointments on line. Whilst this new innovation has made a huge difference to many patients for those who are not confident with technology, it can be a huge frustration. If you are having difficulties and would like help please contact the practice and ask to be registered on our next session that's aimed to help those just like you.

Continuing on our Spring theme and helping others in the community. Many continue to experience hardship and loneliness.

financial We have several food banks in the area:

Walnut Tree Pavilion is open Tuesdays, Thursdays and Saturdays 11-12 midday. You must register and live in the MK7 area.

In the same building is the social hub (warm space) which is open on Tuesdays and Thursdays from 10-1pm. This open to everyone with free tea and coffee and a chat.

MK Food Bank Mobile Top Up Shop is also available. Call the helpline on 03003034933 to register. This is available to anyone in hardship. You can get 10 items for £2 or 20 items for £4

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WANT TO MAKE AN APPOINTMENT

There are three ways to make an appointment at Walnut Tree Health Centre:

1. Patients can use clinical tool Engage consult on our website:
www.walnuttreehealthcentre.co.uk
2. By telephone on 01908 691123
3. In person at the surgery

The practice ALSO has a facility for patients to be seen outside of normal hours at the Enhanced Access Services.

Please ask receptionist for more information.

Details and a wealth of information can be found on the practice website:

www.walnuttreehealthcentre.co.uk

MEASLES

The NHS has launched a catch-up campaign for those children who missed their measles mumps and rubella (MMR) vaccinations. NHS figures show more than 3.4 million children under the age of 16 were not fully protected and at risk of catching these serious but preventable diseases.

Measles is a serious infection with one in five children who get the disease having to be admitted into hospital. Measles is not just a "childhood disease" and can be serious at any age. If caught during pregnancy it can be very serious, causing still birth, miscarriage, or low birth weight. The NHS is urging young adults to catch up on any missed doses before thinking about starting a family.

Measles mumps and rubella are highly infectious diseases that can spread easily amongst unvaccinated individuals. Complications from measles mumps and rubella can be potentially life changing, including blindness, deafness and swelling of the brain. Analysis has shown that one infected child in a classroom can infect up to 9 unvaccinated children – making it one of the most infectious diseases.

Please visit <https://www.england.nhs.uk/news/measles> for more information.

Walnut Tree Professional Services Information. GP Training

Walnut Tree Health Centre is an accredited GP Training practice. Carrying on from our last newsletter we thought that patients would benefit from understanding more about our Dr's in training. Dr Mujo is an F2 or a Foundation Year 2 Doctor. Prior to becoming a Registrar and having already obtained a medical degree, trainees spend 2 years in Foundation Training. 4 months can be spent in general practice. F2 Doctors remain under clinical supervision but take on increased responsibility for patient care. Their appointments with patients have longer time applied and are fully guided by the practice GPs. Welcome to Walnut Tree Dr Yau and thank you for your care.

Dr Olayiwola is a ST3 Trainee. A ST 1, 2 or 3 is a qualified Doctor who will become a GP through a period of training in hospital and General Practice. The GP Training takes place over three years – in years one and two they will spend 6 months in general practice whilst in their third year they are usually in the practice for 12 months. As with all trainees they are supervised by senior GPs and Trainers. Welcome Dr Olayiwola and thank you for your care.

Walnut Tree Health Centre is proud to be training the Dr's of the future and that our patients are helping these Trainees to develop their skills.

Protected Learning Times

Kindly note that Walnut Tree Health Centre will be closed for protected learning times between 14:30 - 18:30 on the 21.03.2024, 25.04.24 and 22.05.24.



THE WALK AND TALK GROUP

The Walk and Talk group is progressing well. We meet at 10:30 am on a Wednesday morning at the Health Centre. We have Susanne as our leader and what a great job she has done. The numbers are growing slowly. The walk lasts about an hour which is plenty of time for us to get lots of talking in ! Think we have just about made it through the winter and we have the Spring and the beautiful flowers to enjoy as we walk and talk with friends around us.