



SAD GOODBYES BUT MANY HAPPY WELCOMES

Hello! Due to the Covid restriction this is the first newsletter the PPG has published in over two years, and we are very pleased to be back supporting the practice!

The virus is still with us, and we do still need to be vigilant and recommend care and respect towards those around us – particularly the vulnerable.

The pandemic allowed for many of us to reevaluate our circumstances including our home/ work life balance, leading to many people in all walks of life to change career, move house or even move to a new country! Staff at Walnut Tree Health Centre remained committed and worked hard throughout the entirety of the pandemic: from the beginning in March 2020 when the future was all very unknown and restrictions at their toughest, through to delivering the COVID-19 vaccines and booster programs along with their Primary Care Network (PCN) Ascent.

During these 'Covid years' many changes have occurred at the practice including the departure of some members of staff. We said goodbye to Practice Partner Dr Nancy Murray, who moved to rural Ireland. Practice Manager Emma Jacobs joined her NHS England team in a fulltime capacity, and Deputy Practice Manager Mary Harold began a new career in Primary education. Members of the reception Team also departed, including reception Manager Julie Lyman. All such important members of the Walnut Tree Team who will be sadly missed, and we wish them all well in their new ventures.

With all goodbyes however, there is a welcoming of new staff members, fresh ideas and a chance for positive change! We have shared warm welcome to:

Dr Nina Kitchingham – General Practitioner and GP Partner - Dr Kitchingham joined WTHC as a salaried GP in 2021 and we are pleased to announce she has now joined the Practice Partnership along with Senior Partner Dr Withanage and Dr Emambakhsh. Covering 8 sessions per week.

Dr Charmiane Panchal – General Practitioner – Covering 8 sessions per week, Dr Panchal has fast become a key member of the clinical team.

Manuella Egbebu – Practice Nurse – Diabetes Cert.

Clare Briars – Practice Manager – Clare joined the practice in November 2021 and has made significant, positive changes in her short time with the practice. Clare operates an 'open door' policy, and is happy to discuss any issues, feedback, or general comments with patients should they need to when attending the surgery.

Kylie Jordan – Deputy Practice Manager – With the surgery for 12 years, Kylie started in reception and has worked in various departments within the practice, focusing on internal HR and Practice Management Support.

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WANT TO MAKE AN APPOINTMENT?

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

1. On-line via:

www.walnuttreehealthcentre.co.uk

You will need to register for this facility with reception.

2. By telephone on 01908 691123

3. In person at the surgery

The practice also has a facility for patients to be seen at a network of practices across Milton Keynes. Ask the practice receptionist to assist you in making an appointment.

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

www.walnuttreehealthcentre.co.uk

[Find us on Facebook](#)

Neringa Petkuniene – Senior Receptionist – Managing a team of 8 receptionist

Naomi Carey - Prescription Clerk/ Receptionist – First point of call for and patient prescription queries

Receptionists –Laura D, Laura B, Angela, Shonalee, Kerie, Navin, Diane

Clare and her staff have instituted many new systems to assist you, the patients, in receiving care effectively and efficiently. The telephone system has undertaken many updates, removing the long-prerecorded introduction message, which has most certainly shortened waiting times. The calls are also monitored by all administration staff, with an 'all hands-on deck' approach when call waiting figures rise.

There has been a concerted effort to increase face-to-face consultations after the pandemic, now available with all members of the clinical team. Online appointment booking has also returned, with the release of on the day, 1-day, 7-day, and 14-day advance appointments available to book at 8am Monday – Friday.

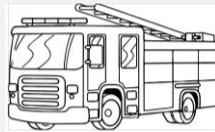
Whilst at times it is frustrating for our needs not to be attended to immediately, it is important to note that with patient numbers exceeding 12,000, a national GP shortage, ongoing support staff shortages, in part due to Covid absences, it has also been very difficult for the staff, who truly want the best for the patients of Walnut Tree Health Centre. Hopefully, now with the changes that have taken place and continue to be implemented, we will all notice continued positive changes.

For those of you that have been into or communicated with the practice and are pleased with the care you have received whether clinical, administrative or both, please put pen to paper and post positive comment on the NHS reviews page [Leave a review - Walnut Tree Health Centre - NHS \(www.nhs.uk\)](#)

PATIENT PARTICIPATION GROUP NEWSLETTER PAGE 2



For many years, under the guidance of Susanne Basovic, the Health Centre had a very successful walking group departing from the practice every Wednesday morning. Susanne contributed immensely to the success of the group and she will certainly be missed. Sadly, due to circumstances beyond our control we have been unable to restart this facility. If there is anyone who would like to take on the challenge under the auspices of 'The Ramblers', we would be very happy to assist. We would like to sincerely thank Susanne for her past efforts.



As this was the first newsletter published in two years, we have tried to base it on the positive changes that have occurred at the health centre. However, we must mention the unsung heroes that coped with the devastating fire that occurred in Walnut Tree on the 19th of July. Three homes and the Kiddi Caru nursery were destroyed, along with many other homes and families affected. 39 properties were evacuated, multiple cars damaged, and the retail centre affected. Police and 15 fire crews and engines fought to contain the blaze - and we are hugely grateful to Louise Higgins and her staff at Kiddi Caru for evacuating the children timeously and thus protecting them all.

This devastation happened to members of our community and thanks must go to the assistance provided by Adam Chapman-Ballard and the members of the Walton Community Council and Walton Community Supports Project, a local charity and foodbank. A crowdfunding donation has been set up at

https://www.justgiving.com/crowdfunding/waltoncommunitysupportproject?utm_term=pmQWGYbPM

If you can, please help support

IMPORTANT DATES TO REMEMBER:

Friday 30th September and Friday 7th October 2022 FLU VACCINATION CLINICS.

YOU WILL BE CONTACTED BY THE PRACTICE - SAVE THE DATES.

The surgery will be closed from 12:30 – 16:30 for Protected Learning Time – 22.09.22, 20.10.2022 and 23.11

This newsletter has been compiled by PPG Chair, Janet Smith, with help from Kylie Jordan the Deputy Practice Manager at Walnut Tree Health Centre