



WALNUT TREE HEALTH CENTRE

PATIENTS PARTICIPATION GROUP (PPG) SUMMER 2024

WELCOME TO WALNUT TREE HEALTH CENTRE

We are pleased to announce that Walnut Tree Health Centre has a new GP – Welcome Dr Majeed to the Walnut Tree family. Dr Majeed will be working 6 sessions per week, helping to reduce GP waiting times. We continue, however, to have issues with patients wasting appointments: 200 patients in March and 169 in May failed to attend their appointments, despite reminders from the practice. This has a direct impact on other patients' ability to be seen promptly. From now on patients who miss appointments will be sent a letter confirming the missed appointment, and on receipt of a third letter, they will be requested to discuss the situation with the Practice Manager. If this is ignored, patients could be de-registered from the practice.

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DO YOU NEED HELP WITH ACCESSING ENGAGE CONSULT?

Engage Consult allows patients to request appointments, order medications and sicknotes along with other admin queries online. Whilst this new innovation has made a huge difference to many patients, for those who are not confident with technology, it can be a worry or frustration.

In conjunction with the local Community Council the PPG will be offering training sessions at the Wavendon Gate Pavillion twice a month. Please contact the practice to be registered on our next session. It's easy, friendly and the coffee is great.

WILLEN HOSPICE.

Willen Hospice provides free, compassionate care to adults in Milton Keynes and surrounding areas living with life limiting illnesses. Only 15% of their running costs are met by the NHS and fund raising is a vital need to provide their excellent services.

It was a pleasure to host a fund-raising cake sale held on the 12th June at the Walnut Tree Health Centre supported by the staff and PPG. Thanks to all for the excellent baking, cheerful staff and patients who supported this great cause.

We raised £199.62p

WANT TO MAKE AN APPOINTMENT

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

1. Patients can use 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

Walnut Tree Professional Services Information. Paramedic

Carrying on from our last newsletter we thought that patients would benefit from understanding more about the role of Paramedics or as they are sometimes called Emergency Care Practitioners.

Mark White is our full-time Paramedic (ECP), and a valued member of the team here at Walnut Tree Health Centre. Mark can assess and treat an array of conditions and symptoms including but not limited to chest, ear, throat and sinus infections, skin conditions and fever. Mark can prescribe appropriate medications, perform ECG's and review chronic long-term conditions such as asthma and COPD.

Working closely with our 6 GPs and the wider clinical and administrative staff, Mark has a crucial role that significantly helps manage the health of patients.

Self- Referral Services.

Did you know that there are some free NHS health services that you can access without needing an appointment with your GP? This is called self-referral and could help you find the care you need quicker and more easily than going through the surgery.

1. Joint Muscle & Bone problems
www.connecthealth.co.uk/services/milton-keynes or call 01908229432
2. Urgent Eyecare Services (CUES) for sudden onset eye problems
0800 316 9200 Open 7 days a week 8 a.m. – 8 p.m.
3. Well-being Services MK
www.mktalkingtherapies.nhs.uk or call 01908725099
4. Mental Health Crisis
BLMK Mind Crisis Café (Adults 18+) call 01525 722225
5pm -11pm 365 days a year. Milton Keynes call 111 or 0800 023 4650 for out of hours support
5. Samaritans: call 116 123
6. AA Alcoholics Anonymous 0800 9177650
7. Al-Anon (for families of alcoholics and addicts 08000086811



THE WALK AND TALK GROUP

The Walk and Talk group is progressing well. We meet at 10:30 am on a Wednesday morning outside 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, and we cover between 2-3 Km. This gives us plenty of time to get to know and talk with the other walkers. I think we have just about made it though the very wet spring and are waiting patiently for Summer, which we have been assured is just around the corner. Meanwhile we enjoy the friendships we have made and chat away, as we walk through the beautiful scenery. Feel free to join us any Wednesday.

This newsletter has been compiled by PPG Members Janet Smith and Anne Burkle and supported by Naomi Carey reception manager and Neringa Petkuniene, compliance and support Administrator at Walnut Tree Health Centre.