

Boyatt Wood Surgery
Shakespeare Road, Eastleigh
SO50 4QP
023 80 612051
www.boyattwoodsurgery.nhs.uk

Archers Practice
Newtown Road,
Eastleigh SO50 9AG
023 8061 2197
www.archerspractice.co.uk

Parkside Practice
Newtown Rd,
Eastleigh SO50 9AG
023 8061 2032
www.parksidepractice.co.uk

Important changes to the way we care for you – Sept 2024

We are proud to offer primary care services to the people in our community whether that is on the day urgent care, routine follow up GP appointments, annual health checks, medication reviews or vaccine clinics. Our three surgeries share the same leadership team and clinicians often work between them all. We offer up to **270 F2F** urgent same day appointments alone each day, often more during winter! In addition to these urgent appointments, we offer **255** routine appointments with the GP, Practice Nurses and Health Care Assistants in a day. Our urgent care service on the day is provided by a team of ANP's, ACP and duty GP's. We pride ourselves on this and want to expand your access to a clinician.

Joining our services and better teamwork.

Archers Practice and Parkside Practice are both based in the Eastleigh Health Centre. These practices will merge on the 30th Sept to become one single practice and one single team of clinicians, administrators and reception staff and will be called Eastleigh Medical Practice. This just makes sense!

Urgent Care Hub going live in Oct....

We have set up an Urgent Care Hub at Boyatt Wood Surgery that comprises of a team of Consultant Nurse Practitioners, Advanced Nurse Practitioners and Paramedic Practitioners supporting the duty GP, we will be a team of 10 clinicians providing urgent same day care. Patients can access these same day urgent appointments here on Shakespeare Road in Eastleigh where there is ample free parking and a pharmacy next door. **Urgent appointments will also be available at the Eastleigh Health Ctr for patients who cannot travel or choose not to.** To make an urgent appointment you will still telephone your usual surgery number, however patients now have the choice of attending the Urgent Care Hub at Boyatt Wood Surgery or being seen at the Eastleigh Health Ctr. Our experienced Clinical team will work together – using our new upgraded computer system in the Hub. This means we can see any patient regardless of your registered surgery and our clinical practitioners will have access to your notes from your GP surgery as well as any test results this will enable the team to treat and support you providing a high level of care. You will also have access to our practice nurses, health care assistants and admin staff at the Hub. This means annual leave or staff sickness will not affect service provision.

Routine GP Appointments will take place at Eastleigh Health Centre with more GPs available, working together to manage your chronic, ongoing, and complex issues, for things that are not urgent. The surgery will also remain staffed with nurses, health care assistants and administrative staff. One site, better teamwork, better communication between colleagues.

Routine GP Appointments will also continue at Boyatt Wood Surgery with no change to current service provision.

New telephone system

We will be replacing our existing telephone system and go live with the new system on the 24th Sept. This highly digitalised system integrates with our clinical system allowing us to access and log information directly into your health records. You can also check or cancel your appointments without having to wait to speak to a member of the team.

This means on those busy days no more waiting or holding on, you can simply select a call back and hang up without losing your position in the queue. When your call has reached position 1 in to be answered, the system automatically rings you and you have a member of the team on the other end waiting for you. This call back function is free for patients. This will ease the frustration of having to wait in a queue. For us, each staff member will be allocated a permanent 'personal extension number' – wherever we are working, this will cut down on time searching for a colleague to answer a question or to be put through.

Our Primary Care Network (PCN)

Eastleigh Health 1st Contact Musculoskeletal (MSK) Practitioner: Instead of seeing a GP for an MSK issue (aches and pains in your muscles and limbs) the MSK practitioners are able to diagnose and offer onward referral and treatment options, just as the GP would.

Paramedics: The PCN has paramedics undertake our home visits for those patients who are housebound. However, they are also able to undertake many other roles, and have been involved in our vaccination programmes and can also see some urgent on the day cases.

Pharmacist: The pharmacist undertakes work for the PCN in both diagnosing conditions and prescribing medication. You may get a call from pharmacy team as they seek to help improve health outcomes across Eastleigh.

Care Co-Ordinator's: Sometimes the health system can be a confusing place to navigate, and our care-coordinators are here to help with that. We currently have four, one working with our patients with Learning Disabilities (and their carers), one working with our care home and housebound patients and another working with those patients diagnosed with cancer. Our newest care coordinator will be collaborating with patients on digital issues, ensuring patients have access to the NHS digitally and are set up with the NHS App. If you or someone you know would like to be able to use technology better for their healthcare, they are here to help you.

Mental Health Team: We have a large Mental Health Team within the PCN. We have Health and Wellbeing assessors (through Solent Mind), Social Prescribers, Health and Wellbeing coaches as well as Mental Health nurses. Patients can self-refer into the team or be referred by the GP Practice.



Top up your immunity this winter.



Vaccines are the best protection we have against dangerous viruses like flu and COVID-19. Find out if you're eligible for these two essential vaccines now at nhs.uk/wintervaccinations

Flu & Covid autumn 2024!

Covid and Flu remain a danger to members of our community.

We are now booking these appointments.

Just call your usual surgery number if you are eligible.

Wherever you have your vaccine, that service receives a payment per patient. Your family GP practice relies on this important income which is used to improve & invest in services for our patients.

So please support your GP practice and book your appointment at the surgery.

**Boyatt Wood 023 8061 2051
Archers 023 8061 2197
Parkside 023 8061 2032**

Thank you

