



Cirencester Health Group

Formed by the merger of

The Avenue Surgery and St Peter's Road Surgery

Produced by the merged Patient Participation Group

The formal announcement of the voluntary merger of the two Surgeries into the Cirencester Health Group (CHG) was made on 1 July 2018. Eventually they hope to be combined on a conveniently located single site in Cirencester. Both are relatively small, closely located and operate in very similar ways. The CHG will have around 13,000 patients. There will be no reduction in staff numbers but there will be opportunities to share common facilities and provide extra services. Since July much has been going on in the background: eg patient records have been combined into a single database; progress has been made to identify possible locations; work on a new combined website; and much more.

Patient Participation Group (PPG)

There are currently two PPGs but these will be amalgamated from January 2019. Briefly, the aims of the PPG include acting as a voice for patients, providing information from the practice to patients, and working to improve the patient experience where possible. Currently the combined PPG can be contacted at: avenuepatientforum@outlook.com.

Doctors

Until the new practice is established on a single site, **patients will continue to see the same doctors and nurses at their usual surgery.** The doctors at each site are:

The Avenue Surgery

Dr A Gwynn (m)
Dr W Norman (m)
Dr V Tiffney (f)
Dr A Keitley (f)
Dr J Urquhart (m)

St Peters Road Surgery

Dr M Hewett (m)
Dr H Bromwich (f)
Dr K Digby (f)
Dr R Wickett (f)
Dr A Harris (f)
Dr R Mawdsley (m)
Dr N Swanborough (f)
Dr H Cavanagh (currently on maternity leave)

Out of Hours GP Service and Hospital Discharge Letters, etc

At present St Peter's Road patients may see their surgery given as 'The Avenue', but should not be concerned and contact St Peter's surgery as usual. This is because The Avenue is temporarily listed as the main CHG site.

Appointments

For the present, St Peter's and The Avenue will continue to arrange appointments as they have done previously. Patients should continue to book their appointments in the same way as they have in the past and attend the same premises. It is planned to bring in a new appointment system in April 2019.

Online Appointment Bookings

The CHG will continue to use SystemOne for booking appointments and repeat prescriptions online. Some patients experienced problems accessing online services when the two systems were first merged but the issues have now been fixed and it is hoped there will be no further problems. If you have not yet signed up to use online services, you can arrange your unique log-in code by contacting the reception team at your registered surgery. For the time being patients

should continue to go to their usual surgery to be seen regardless of the address given at the top of the booking page.

Telephones

A new telephone system will be introduced but for a while the greeting on the automated answering system will remain unchanged.

Text Messages

SMS appointment reminders will continue as before for The Avenue patients. Although St Peter's patients will still get simple reminders, the more sophisticated system used until now will not be available for a while but it is hoped to roll-out that system to all patients as soon as practicable. Please make sure the surgery has your mobile number if you wish to receive reminders.

Seasonal Flu Vaccinations

The free vaccination programme is now underway. You are eligible if you:

- will be aged 65 years or more on 31 March 2019;
- are pregnant;
- have certain medical conditions eg asthma, COPD, heart failure, chronic kidney disease, diabetes or at increased risk of infection;
- are living in a long-stay residential care home or other long-stay care facility;
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill.

Special arrangements apply for children.

If you have not yet been vaccinated this year and think you are eligible, please contact your usual surgery to book an appointment.

'Did Not Attend' Records

The number of doctor and nurse appointments missed at the two surgeries during October 2018 totalled 214, representing almost 49 hours wasted or the equivalent of 109 doctor and 105 nurse appointments. Please remember to always cancel unwanted appointments, so that other patients can make use of them – it could be you one day! The text messaging service mentioned above would enable patients to cancel an appointment (if they so wish) directly when they receive the reminder, which would cut down on wasted time.

The staff at both surgeries are working hard to make all the many necessary changes as soon as possible and to keep any disruption to a minimum. In the long term the merger should benefit all patients and staff.