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HEREFORD MEDICAL GROUP

Patient Newsletter

December 2022

Join Our Patient Participation Group!



Engaging the involvement of our patients is a very helpful process in ensuring that our services are shaped to best meet patients' needs.

To help us with this we invite all patients, who would like to contribute to the practice, to join our informal and friendly Patient Participation Group (PPG)

In order to gather a truly representative sample of patients together, we welcome patients from all manner of diverse backgrounds including young people, students, workers, retired people, people with long term conditions, and people from non-British ethnic groups.

If you are interested in joining the PPG, or are happy for us to contact you occasionally by email as part of an on line patient representation group, please visit our website and complete the form in the patient participation section.

The next PPG meeting will be held on **18th January 2023 at 6:30pm** and we would kindly ask that people confirm their attendance for this so that we can stagger arrival times and ensure that everyone is seated comfortably.

Did You Know That We Offer A Range Of Non-GP Services?

Your GP is one member of a much larger team that are available to meet your healthcare needs...

At Hereford Medical Group, we are extremely proud of our large team of professionals, and in future editions of this newsletter, we will introduce you to all of these healthcare professionals, and give you a more in depth overview of the services that they offer, and how that service integrates with the practice.

Our team of professionals include:-

- GPs, Physician Associates, Nurse Practitioners,
- Practice Nurses, Trainee Nurse Associates,
- Healthcare Assistants, Emergency Care Practitioners, Pharmacists, Physiotherapists,
- Phlebotomists, Social Prescribers, Mental Health Specialists, Dementia Specialists, Women's Health Specialists, Midwives, Occupational Therapists...

So remember, when making an appointment to see a GP, it is always worth considering whether you would be better served by one of our other specialised team members instead – they are here to help you!

Free Eye Check for Diabetic Patients

The diabetic retinal screening service are trying to increase awareness of the services available to diabetic patients.

Did you know that eye screening is an important part of your diabetes care? Retinopathy often has no symptoms until the disease is quite advanced, and if left untreated, it can lead to blindness...

The NHS provides a FREE eye screening appointment for people over the age of 12 with diabetes.

Please call **0333 456 7670** to book your appointment today!

Have You Tried Our Call Back Feature Yet?

Are you aware that Hereford Medical Group have a call back function in place until 5:00pm on the days that the surgery is open?

When calling us, if there are more than five people in the queue, you will be offered the chance to have a call back instead of staying on the line and waiting during peak times.

Your place will be held in the queue for you automatically, and when you get to the front of the queue, you will receive a call back from us - We will even attempt to call you back twice in case you missed us the first time! Missed our second call back? Don't worry, your place in the queue is still held ready to call us back!

Enhanced Access

Do you need help with a non-urgent health concern?



Ask your surgery receptionists about weekend and evening appointment options



We are able to offer appointments at evenings and weekends via our GP Federation, Taurus Healthcare.

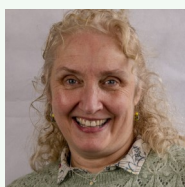
These are available at 8 hubs across the county, including our Station Medical Centre site. Please ask our reception team for more information or to book you in.

Herefordshire General Practice aims to provide 24/7 access to General Practice. Although you may not be seen at your evening or weekend appointment by your usual healthcare team, we all use the same computer system. This means that (with your permission) all healthcare practitioners can access and add to your records.

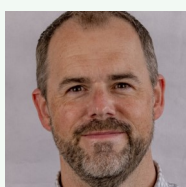
Full details on the sites available can be found over on the Herefordshire General Practice website: <https://www.herefordshiregeneralpractice.co.uk/for-patients/7-day-improved-access>.

If you need urgent support when the surgery is closed, please contact NHS 111 either online: (<https://111.nhs.uk/>) or by dialling 111.

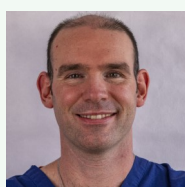
Meet The Partners



Dr Cath Laird



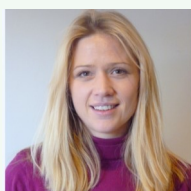
Dr Andy Hargraves



Dr Tristan Jones



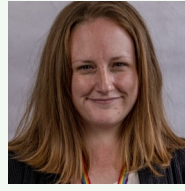
Dr Gemma Llewellyn



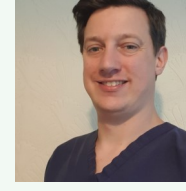
Dr Sarah Morgan-Jones



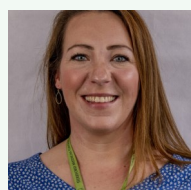
Dr Ian Roper



Dr Lynsey Wells



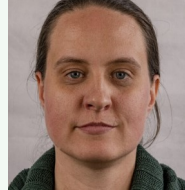
Dr Rhys Hardwick



Dr Hayley Driver



Dr Mark Turnbull



Dr Laura Handscombe



Dr Fiona Chataway



Ceri Chaplin

Managing Partner