

Welcome to our new Newsletter

Dr Davies Retirement

We are sorry to announce that Dr Louise Davies has chosen to retire this June and will be setting down her stethoscope one final time on 26th June 2024. Dr Davies joined Malpas Surgery some 30 years ago as an Assistant GP and has been our Senior Partner for the last 13 years. Dr Davies will be very much missed by staff and patients alike. In due course, patients will be given the opportunity to leave well wishes to Dr Davies.

New Website

Our new website is live and can be found at the usual www.malpassurgery.co.uk.

The website has been built to the latest NHS specifications for usability and accessibility and we hope that it helps patients find the information they need more easily.

With Christmas well behind us now, we are looking forward to the year ahead. As many of you will know we are well underway with the building and renovation work for the surgery. The new building is looking fantastic and some of you will have seen the new consulting rooms. The new administration area is now complete, and work has started on the dispensary and the main entrance. The project is due to be completed in by the spring and we are excited to see the finished article. We will have more space for GPs, Practice Nurses and allied health professionals.

Our services continue to include physiotherapy, midwifery, podiatry, minor surgery, phlebotomy, pharmacy, memory clinic and ultrasound. We'd like to take this opportunity to thank all our patients and staff for their patience and understanding during the building works.

Staff Changes

There have been some changes in our management team since we last wrote. Nicola Bird has taken the role of Deputy Practice Manager, as Angela Baker has reduced her hours after more than 25 years of service to the Practice. Angela's new role as Quality Manager sees her continue to manage our patient recall systems.

Shingrix – Shingles Vaccination

From 1 September 2023, you're eligible for the shingles vaccine when you turn 65. You'll be offered 2 doses of the Shingrix vaccine. These are given between 6 and 12 months apart. The surgery will contact you to make an appointment to have your shingles vaccine. If you turn 65 before 1st September 2023 you will have to wait until you turn 70 to become eligible for the shingles vaccine. If you are immunocompromised, from 1st September 2023, and are aged 50 or over you will be able to get the shingles vaccine and there is no upper age limit to you coming forwards to get the vaccine.

New Phones

In early March 2024, we will be moving to a new Cloud Based Telephony system. This new phone system will have some handy features for patients, such as call back, so you don't lose your place in the queue. The phone numbers will remain the same.

Patient Participaiton Group

We'd love to have some more members join our Group. We meet 3 or 4 times a year, and provide the tea, coffee an biscuits.

This is your opportunity to feedback on what we do well, and what we can do even better, as well as support the work of the Surgery. Please contact us if you'd like to get involved.



Additional Roles

In this feature, we will aim to spotlight one of our wider health care profession with whom you may have contact at our Surgery.

Spotlight on Georgi Georgiev, clinical Pharmacist. Georgi, who joined the practice in September 2022 manages a wide range of medicines management work for the practice. He is actively involved with patients, offering both Face-to-Face and Telephone Consultations. Georgi supports our nurses with Chronic Disease Management, including, COPD, Hypertension, Cholesterol, Heart Failure and Diabetes. Behind the scenes, Georgi is actively involved in Medicines optimisation projects including medication brand switches and cost saving activity. Georgi supports our medicines safety and audit work. We look forward to supporting Georgi as he trains to become an Independent Prescriber in the coming months.

Patient Survey

Our Autumn 2023 patient Survery asked patients 4 short questions about their experience of access at the Surgery. We are really pleased with the results

Generally how easy is it to get through to someone at your GP practice on the phone?	99% said it is easy
How easy is it to use your GP practice's website to look for information or access services?	95% said it is easy
Were you satisfied with the appointment (or appointments) you were offered?	99% were satisfied
Overall, how would you describe your experience of making an appointment?	94% had a 'good' experience
Overall, how would you describe your experience of your GP practice?	100% had a 'good' overall experience.

85% of all GP appointments are within 2 weeks of the day of booking. Please remember that some illness and problems are not urgent, and we welcome patients to book up to 4 weeks in advance with the GP and 6 weeks in advance with the nursing team.