



Alney Practice Newsletter Spring 2022

As we move into Spring 2022 it is starting to feel like we are returning to normal life after Covid19. How nice it feels now to be able to see our friends and family and even travel without too many restrictions.

Whilst face masks are no longer mandatory we politely ask that if you visit the surgery you still wear one.

New in 2022!

We have been busy in the last few months recruiting new team members. We have a new Care Co-ordinator, Phlebotomist, two Receptionists, an additional Medical Secretary, a new Practice Nurse starting in May. We still have one Reception vacancy which is being advertised.

With the extra people on board and our new telephone system we hope you are seeing a real improvement when you need to contact us to make appointments

The telephone line for NHS Prescription Online Ordering (POL) ceases in April and you will still be able to order your prescriptions by

- Using the practice website www.thealneypractice.co.uk,
- Emailing your request to crs.scripts@nhs.net
- Downloading and using the NHS App
- Dropping a note or your repeat prescription into the surgery

Hello I'm...

This is a new section for the newsletter where we introduce a member or members of our team. Let me introduce you to



Ilyas Piperdy, Practice Manager

My job is incredibly diverse as I oversee the day to day running of the practice, across both sites, ensuring that the patients receive the optimum care and that the staff (including the GP's) have all the support they need.

I've worked at the Alney Practice for 20 months and when I'm not in work I enjoy playing football, spending time with family/friends.

Take Care - there is a scam circulating advising you have come into contact with someone infected with Covid 19 and then asking for your bank details for a PCR test. NHS do not ask for your bank details.

You asked us how our doctors are split across both our Cheltenham Road and Highnam practices.

We currently have approximately 12,000 patients registered with the Alney Practice, 8000 are registered with Cheltenham Road and 4000 at Highnam. The GPs are split accordingly. We have a duty GP at both sites on any given day which is either a salaried or partner GP (sometimes holiday cover may mean a locum but very rarely)

At Cheltenham Road, the duty GP is one of the partners on Monday, Tuesday and Thursday and a salaried GP on Wednesday and Friday. Not locums. At Highnam, the duty GP is a partner on Monday, Tuesday, Wednesday and a salaried GP on Thursday and Friday. Again, not locums. We also have other partner or salaried GPs at both surgeries with more allocated to Cheltenham Road Surgery due to the number of patients registered there.

Our Trainee GPs are allocated a trainer, a fully qualified GP; they will often follow where their trainer is working. A trainee GP is more likely to be at Cheltenham Road if their trainer is absent as they have more GPs to refer to. First-time locums will also be sent to Cheltenham Road to allow them to refer to other GP's, get set up with the IT manager etc. but are otherwise distributed to where the cover is needed.

On a typical day, one duty GP and one salaried GP is at Highnam whilst one duty GP plus 3-4 salaried GPs are based at Cheltenham Road.

Whilst Cheltenham Road has the higher number of patients and Doctors, Highnam is listed as the practice address for CQC purposes and because there is the dispensary on site.

Patient Participation Group (PPG)

During December, a member of the PPG wrapped up warm and stood in the Highnam car park to ask how you are finding the new car park. Ten people were happy to stop and chat despite the freezing weather with nine out of ten people saying the car park was much better now it had been resurfaced and white lines added to mark out parking bays.

We are looking for volunteers to join the PPG so if you are interested please send us a message to alney.ppgchair@nhs.net

Remember To...

Checkout our website, www.thealneypractice.co.uk where you will find the latest information and can get help with your medication etc. You can also follow us on Facebook @TheAlneyPractice16.

The Alney Practice also works with a group of local Practices and they too have a Facebook page - <https://www.facebook.com/NSGPCN/> <https://www.facebook.com/NSGPCN/> .