

## New services available at your Practice

**During the last 2 years Kintbury & Woolton Hill Surgery have introduced a number of additional clinical services to offer our patients the most appropriate and fastest route for help for their medical issue and to free up more time for GPs to deal with more acute clinical issues. Do you know that you can now book appointments at the Practice with the following**

1. Diagnostic Physiotherapist – appointments can be made with Dr Toks Aluko for the assessment of sprains/strains, arthritis or age-related joint changes, neck/back pain, leg pain. Dr Aluko can provide referrals to secondary care, referrals for further investigation (including to your GP) and self-management plans. Dr Aluko runs clinics at Woolton Hill on both Wednesday and Thursday mornings and at Kintbury on Friday afternoons
2. Mental Health Practitioner – Patients over the age of 18 suffering with low level depression, anxiety, stress, or patients worried about their mental health can now book appointments via the surgery with our Mental Health Practitioner Becky Rowlands. Whilst Becky is not able to prescribe medication directly, she can make a clinical assessment and ask a GP to consider prescribing medication. Telephone appointments can be booked with Becky throughout the day on a Tuesday and Face-to-Face appointments are available at Woolton Hill with Becky on Wednesday afternoons.
3. Clinical Pharmacist – The Practice now employs a clinical pharmacist who can answer questions/concerns about your prescribed medications, action requests for controlled medications and issue medications that secondary care clinicians have requested the Practice to prescribe for you.

**The Practice has also set up the following ‘in house’ teams to provide our patients with additional, non-clinical support. Whilst patients are not able to book appointments directly with these teams, your Doctor might (with your consent) refer you to our Social Prescriber, or to our Care Coordinators.**

1. Our Social Prescriber - Rebecca Neeves, can help with a range of non-clinical issues that nevertheless might have an impact on a patient's health and wellbeing. Rebecca can help people with a range of issues such as:
  - Accessing support for wellbeing/mood
  - Financial worries
  - Housing issues
  - Volunteering/training
  - Support for carers
  - Loneliness and isolation
  - Bereavement
  - Signposting people to local and national peer support groups.

2. Our Care Co-ordinators – Emma and Clare, work in partnership with GPs and the Social Prescriber to identify and work with a list of named patients with the aim of encouraging independence, enabling people to remain at home, reduce unnecessary admissions to hospital, support early discharge from hospital and improving the quality of care. The co-ordinators can discuss and manage a patient's care pathway, liaise with health and social care services, co-ordinate a patient's care plan with all relevant care agencies (secondary care, community services, Mental Health, Social Services, Ambulance Service, voluntary services, etc). They play an important role in providing support services to patients on the Palliative care register. They are also able to offer advice and signposting to patients and their carers to other health/social care services such as Adult Services, care agencies, physiotherapy, and District Nurses.

### **Access to the surgery outside of our core hours**

We recognise that many of our patients find it difficult to access some of our services during our core opening hours (08:00 to 18:30) and therefore, we currently provide extended access to both our Doctors and our Nursing team on some weekday evenings (18:30 to 20:00) and on every other Saturday morning (08:30 to 12:30). Appointments to these clinics are pre-bookable and are designed to deal with routine, non-urgent issues, for example contraception, blood tests requested by your GP (only available on our Saturday clinics), medication reviews, new (non-urgent) health issues and a range of our normal nursing services.

Please note that as from October 2022 the Practice will be collaborating with fellow members of our Primary Care Network (Hungerford and Lambourn surgeries) to provide extended hours access on Monday to Friday evenings and on Saturday mornings. Patients across our Primary Care Network will have access to appointments offered during these surgeries. Saturday morning surgeries held at Kintbury and Woolton Hill surgeries will run from 08:30 to 11:30 from October.