

Warwick Gates Family Health Centre

PRACTICE NEWSLETTER



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www.warwickgatesfhc.co.uk

Introducing our new practice newsletter

Welcome to the first edition of our new and updated practice newsletter.

The WGFHC patient newsletter will be sent out quarterly to update patients on practice staff information and seasonal health issues/advice.

In this our first edition, we are pleased to announce our new Triage Service which we will start on 6th of March 2024. Requests for appointments, repeat prescriptions and other medical needs will be accessed using an on line proforma on our website to avoid lengthy waiting times to speak to us on the telephone. This new process will also enable us to prioritise health needs and get you an appointment with the right clinician at first point of contact. See the video overleaf for more info.



Meet the Partners

Dr Moira Rose

Dr Moira Rose is a GP Partner who has been working at Warwick Gates since 2001. She has a special interest in Contraception and Women's Health and is the practice Safeguarding Lead. She is a Tutor for Birmingham Medical School and has overseen the Medical Student training at the surgery for many years. After 23 years at the surgery she is planning to retire later this year to focus on her family commitments and handing over her partnership role to Dr Laura Newsome.

Dr Suzanne Redfern

Dr Suzanne Redfern joined WGFHC as a Locum GP in 2007, and never left! Prior to this she went to University in Birmingham, and has been in Warwickshire since 2000. Working three days a week she has an interest in Women's Health. She has been responsible for overseeing Prescribing at WGFHC since she joined, and now also oversees Quality at the practice. As well as her work at Warwick Gates she is a GP Appraiser, completing appraisals for other GP colleagues around the Midlands. Outside work Dr Redfern enjoys time with her family, exercise, crafting and cake baking.

Dr Jennifer Burns

Dr Jennifer Burns has worked at WGFHC since 2016. She completed her medical training and GP training in Warwickshire. She works three days per week on Monday, Tuesdays and Thursdays. Dr Burns works closely with our Practice Manager in leading on HR within the surgery – that is clinical recruitment, clinical supervision of ANPs and practice nurses and support to the GP team. From April 2024, Dr Burns will become clinical complaints lead. She also sits on the Warwickshire Local Medical Committee which allows her to keep abreast of local and national issues affecting Primary Care

Dr Laura Newsome

Dr Laura Newsome has been a GP at WGFHC for almost 6 years now and is very much looking forward to becoming a GP Partner this year; a welcomed opportunity to get more involved in the running of the Surgery and helping to shape current and future service delivery. Dr Newsome works three days per week. She will be leading on Safeguarding and Medical Student Teaching.

Amanda Kettle

Amanda Kettle has been the Practice Manager at WGFHC since April 2019 and Managing Partner since 2022. Previously, Amanda has worked for a range of NHS organisations including NHS South Warwickshire Clinical Commissioning Group and NHS England as well as Inspection Manager for the Care Quality Commission. Amanda shared: 'I am really proud of our practice team and the surgery we are developing for WG community as we continue to see significant local growth and expansion. As well as working closely with our Patient Group, I welcome feedback from all patients via our internal survey carried out throughout the year or via the feedback proforma located on our website.'

Follow us on Social Media

For information and updates about the practice and PCN, follow us on Facebook:



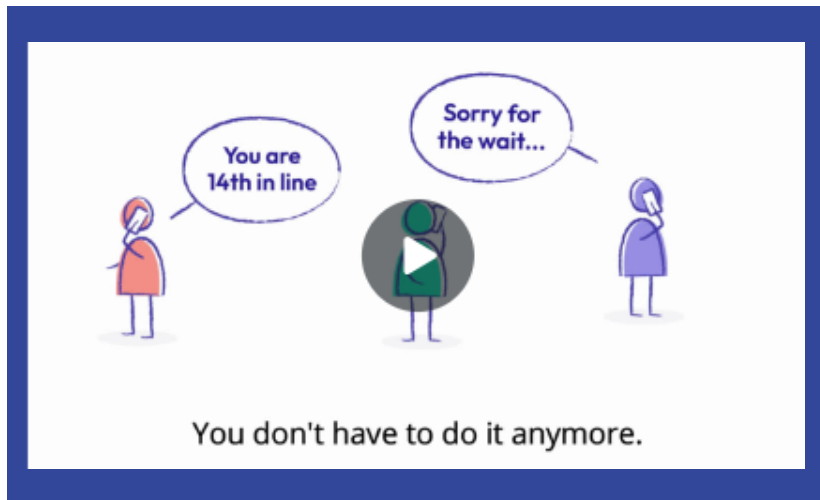
[@WarwickGatesFamilyHealthCentre](https://www.facebook.com/WarwickGatesFamilyHealthCentre)

[@LeamingtonSpaPrimaryCareNetwork](https://www.facebook.com/LeamingtonSpaPrimaryCareNetwork)

Total Triage Video

The practice is introducing a total triage system starting on 6th of March 2024.

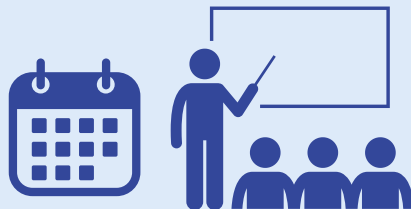
This video contains information about how the system will work and what patients need to know.



PLT Dates

Please note that the practice will be closed from 12:30pm for staff training on:

- 28th February 2024
- 21st March 2024
- 24th April 2024
- 16th May 2024
- 19th June 2024



Missed appointments Oct-Dec 2023

A total of 333 appointments were lost between October and December 2023. If you can't make an appointment, please call to cancel it as soon as possible so it can be offered to someone else.



Appointment Type	Missed Appts Oct-Dec
F2F	93
Phlebotomy	61
Routine	48
Follow Up	17
Cervical Smear	16
Flu Under 65	65
Flu Over 65	16
Childhood Flu	22
Baby Immunisations	10
Planned Procedure	9

Warwick Gates FHC Patient Participation Group (PPG)

WGFHC has had a PPG for more than 10 years. Members are familiar with the surgery, its premises and its operational practices. Some members have been in the group for most of that time. Since April 2016, it has been a mandatory requirement for all GP practices in England to have a Patient Participation Group.

The group met approx. every 2 months, online during COVID, but now face to face again. The group consists of a number of patients of the practice, the Practice Manager, often a clinician, other health care professional and administrator as the meeting's agenda dictates. In a rapidly evolving NHS the group provides valuable forum in which performance indicators, patient internal survey and new initiatives can be discussed and feedback given.

The group is always on the lookout for new members especially with a view to increasing its diversity. If you are interested you can fill in the contact form in the Patient Group Page on the Practice website or mention it to a member of the reception team when you visit us.

Written by PPG Member (JC)

New GP- Dr Tucker

Dr Rosie Tucker starts at the practice on 1st February 2024 and will be working every day except Wednesdays.



Share your Feedback!

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