



Elm Tree Surgery

Tel: 01793 782207

Elm Tree News

We are aware of the increasing negative feedback amongst some patients throughout the villages we support.

We are sorry that we cannot meet everyone's expectations in how we deliver our services. Our practice currently provides services to over 8,300 patients due to building developments within our practice boundaries which are outside of our control. We also are aware that there are more planned developments within our practice boundaries.

We are sadly constrained by space in practice reducing our capacity. We are proud to be at the heart of the community and we are actively trying to purchase land to build a surgery to meet the growing needs of our increasing patient list size.

As a healthcare organisation we are acutely aware that visiting and calling can, at times, be stressful and concerning for patients. Delays in obtaining appointments, prescriptions, medications, and delays sometimes due to unforeseen emergency appointments, can also add to these concerns.

We always strive to meet patient expectation and deliver the highest standards of healthcare. For most of our patients, we achieve this, despite the finite resources and steadily increasing demand for services that exists today within the NHS.

We do appreciate your feedback and would welcome if you wish to address it directly with ourselves to prevent creating anxiety and distress amongst other patients and our staff.

PRACTICE UPDATES

We said goodbye to Dr Patel who has moved away but we welcome two new registrars Dr Tun and Dr Adams.

We also welcome new members to our secretarial team and reception team Sarah, Tammy and Gemma

PRACTICE PHONE

We are reviewing our phone system and will be moving to a system that will be able to offer call back functions. We will keep you updated on this and what other benefits the new system can offer.

WEST VALE MOBILITY

West Vale Mobility is available to take residents to appointments from the 14th October 2024 The wheelchair accessible vehicle, based in Shrivenham & driven by volunteer drivers, will be available to assist people in Shrivenham, Watchfield, Longcot, Ashbury and Bourton from their homes to attend medical & well-being appointments in the five villages and Swindon from 14th October 2024. Bookings will be made by emailing bookings.westvalemobility@gmail.com a minimum of five working days prior to the journey required. Please ask a friend or relative to make the booking or contact Elm Tree Surgery if you do not use the internet as it will not be possible to provide a 24/7 telephone facility. This service will depend upon reliable volunteer drivers and the voluntary committee to schedule the one vehicle that was funded by OCC. All volunteer drivers will have been given professional certified MiDAS driver training .Please help support this service by donating which will be used to cover the cost of fuel used for each journey.

Please contact info.westvalemobility@gmail.com if you are interested in finding out more details.

BEREAVEMENT SUPPORT GROUP

We have a working age support group for bereaved patients please contact Debs our social prescriber at the surgery for more information please contact Debs our social prescriber.



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FRIENDS AND FAMILY FEEDBACK

DIABETIC PATIENTS

We have a friendly patient lead support group who meet regularly called Diatribe .

Their next meeting will be Thursday 3 October at 2pm (usual venue, the Methodist Church)

Another support group has been set up to support those patients using the Freshwell plan, with support of the practice patients at Watchfield Village Hall on the 23rd September Dr Downing and Theresa supported the session.

Please see the Freshwell Website for more information. <https://lowcarbfreshwell.com/>

Please keep a look out for more information on the Freshwell support group being run in Watchfield Village Hall .

You said

your system texted me to book two appointments for a review that I already had earlier in the year

The dedicated medication line gets very uppity if you call after 14.30. Supposed to be open until 15.00

We did.

Providing clearer information on recall programme using patient DOB for recalls on annual reviews

Shared specific feedback with the dispensary team. Provided clearer information dispensary line opening across team

FLU AND COVID

We have several clinics in practice before the end of October, we are working through invites practice. If you haven't been contacted, please call the surgery to book. Clinics in surgery 22th , 24th and 26th in Elm Tree Surgery .

APPOINTMENT INFORMATION

August
Appointments 2974
DNA 128

July
Appointments 4132
DNA 189

September
Appointments 3229
DNA 136