

# GROVELANDS MEDICAL CENTRE

## SPRING NEWSLETTER

April 2024



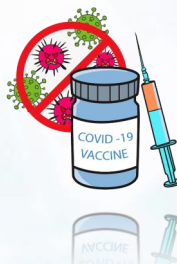
ISSUE. 12



### Covid Vaccinations

Covid Spring Booster Vaccinations will be starting with Housebound patients from mid April. All other eligible patients, please wait for a text to book for clinics on the 1st and 8th of May. Eligible patients who are able to receive the vaccine:

- 75 years + and immunocompromised
- Care home patients
- Individuals aged 6 months and over who are immunocompromised



### London Marathon

London Marathon on  
21/04/2024

Dr Mount running for MS  
Society.

Any donations very welcome. Link to donate: [https://www.justgiving.com/page/a-mount-1689370486718?fbclid=IwAR3erDQYcoIIftH5II4W34yJ3NXp5px28qjNhC1x0IYraDbW-pJvsgvYd8\\_aem\\_Ae5fwngaYQ9LC3Vb](https://www.justgiving.com/page/a-mount-1689370486718?fbclid=IwAR3erDQYcoIIftH5II4W34yJ3NXp5px28qjNhC1x0IYraDbW-pJvsgvYd8_aem_Ae5fwngaYQ9LC3Vb)

### Armed Forces Veteran Friendly GP Practice

If you fall within this category

please ensure the surgery  
is aware so we can mark your



Armed Forces veteran  
friendly accredited  
GP practice

records accordingly and you receive

the best care and treatment. For more info  
please visit:

[Armed Forces Veteran Friendly Accredited](#)  
[| Grovelands Medical Centre](#)



### Bank Holiday Pharmacy Opening times

Please visit the link below to see the opening  
times of your local Pharmacies during the Easter  
Bank Holiday:

<https://grovelandsmedicalcentre.co.uk/wp-content/uploads/2024/03/Berkshire-Pharmacy-Opening-Times-Easter-BH-2024.pdf>

### SMS Texts

Due to the escalating cost of the  
appointment text reminders we  
will be reducing the reminders  
from 1<sup>st</sup> April.

### Statistics

Over the last 3 months we have  
had 502 missed face-to-face  
appointments.

Please see attached information for:

- Patient Education
- New Death Notice - Some information to help during this difficult time.

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### Red Nose Day



COMIC  
RELIEF

Staff dressed in red,  
raising funds for  
charity.

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**Patient Education**



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Dear Patients

When you are next at the surgery, look out for a new video from a GP at Kintbury and Woolton Surgery, played through our surgery TV in the waiting room.

This is all part of our education programme and our plans to improve Patient Access.

Grovelands has a wealth of different roles and experience, so when you call for an appointment, you may be given an appointment with another HealthCare professional, not just your GP, which will help you to be seen faster by directing YOU to the right care, dependent on YOUR needs.

In summary, we have the following key team members supporting our patient population of over 14,000 patients:-

GP Partners

Salaried GP's

Paramedics

Nursing Team

Pharmacy Team

Physio

Care Coordinator

Mental Health Practitioner

Social Prescriber

In addition, to support the general running of the Practice we also have these additional key members:

Practice Manager

Deputy Practice Manager

Secretary

Data and IT Manager and IT Assistant

Reception Manager

Secretary

Receptionists/Admin

Summariser

Please use the link below, if you want to learn more about the different roles at a surgery. We will also look to turn the 'Spotlight' on some of the different Healthcare Professional roles in each Newsletter, so you get to meet the wider team and have a better understanding of what they do.

The next newsletter will focus on the role of our Paramedics.

[What are the different roles at a GP surgery? \(youtube.com\)](https://www.youtube.com/watch?v=...)

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### New Death Reporting Procedure

<b>If your Family Member Dies at Home / Care Home</b>	
<p style="text-align: center;">Please inform the Surgery of Death</p> <p style="text-align: center;">IF</p> <p style="text-align: center;"><b><u>AMBULANCE WAS CALLED IN &amp; OUT OF OFFICE HOURS</u></b></p> <p>Advise the Reception of Death Date &amp; Time of Death Next of Kin Details (name, relationship, contact phone or mobile number and email address)</p> <p>Documentation will be completed by Registered GP and will send this information to the Medical Examiner for approval.</p> <p>Medical Examiner will approve documentation (this can take-up to 5 to 7 days)</p> <p>Death Certificate will be issued and sent to Registry Office</p> <p>You will make an appointment at the Registry Office</p> <p>Advise on Funeral Arrangements, such as Cremation or Burial and which Funeral Home you have chosen.</p> <p>If Cremation is required, Registered GP will send paperwork to the funeral home.</p> <p><b>** If Death is unexpected, the Medical Examiner will advise the coroner and this process will take longer for registering the death at the Registry Office**</b></p> <p style="text-align: center;">THIS IS ONLY DURING SURGERY OFFICE HOURS – 0118 958 2525</p> <p style="text-align: center;">AFTER HOURS, PLEASE CALL 111</p>	<p style="text-align: center;">Please inform the Surgery of Death</p> <p style="text-align: center;">IF</p> <p style="text-align: center;"><b><u>AMBULANCE WAS NOT CALLED DURING OFFICE HOURS</u></b></p> <p>Advise the Reception of Death Date &amp; Time of Death Next of Kin Details (name, relationship, contact phone or mobile number and email address)</p> <p>Someone from Surgery will come to home to verify the deceased.</p> <p>Documentation will be completed by Registered GP and will send this information to the Medical Examiner for approval.</p> <p>Medical Examiner will approve documentation (this can take-up to 5 to 7 days)</p> <p>You will make an appointment at the Registry Office</p> <p>Advise on Funeral Arrangements, such as Cremation or Burial and which Funeral Home you have chosen.</p> <p>If Cremation is required, Registered GP will send paperwork to the funeral home.</p> <p><b>** If Death is unexpected, the Medical Examiner will advise the coroner and this process will take longer for registering the death at the Registry Office**</b></p> <p style="text-align: center;">THIS IS ONLY DURING SURGERY OFFICE HOURS – 0118 958 2525</p> <p style="text-align: center;">AFTER HOURS, PLEASE CALL 111</p>
<b>If your Family Member Dies in Hospital</b>	
<p>Advise the Reception of Death Date &amp; Time of Death Next of Kin Details (name, relationship, contact phone or mobile number and email address)</p>	