

UNDERWOOD SURGERY

NEWSLETTER 01/25

STAFF CHANGES

We are making some changes to the clinical staff in 2025 which we hope will provide a benefit to the care we provide. We have appointed two new GPs: Dr Daniel Sellwood and Dr Rhys Martin who will each be working three days a week from January 2025.

Dr Robin Hollands will be reducing his patient contact by two days and Dr Jennifer Hollands will no longer be offering routine consultations.

This does mean that we will have to reallocate some patients' usual GP to the new doctors joining the practice. Despite this change, it will still be possible to consult any GP.

In addition, Sally Gaunt will be joining our Nursing Team in February 2025 to increase nursing provision.

ADDITIONAL CLINICS

The Surgery will continue to strive to offer routine appointments both by phone and online booking less than two weeks in advance. However, to achieve this we need patients to help. Please consider telling our receptionists what you need your appointment for or, if you are booking online, please type a few words into the text box to give an approximate reason for your request. This is because our Primary Care Network can provide additional clinicians for you to see rather than waiting for an appointment with a doctor.

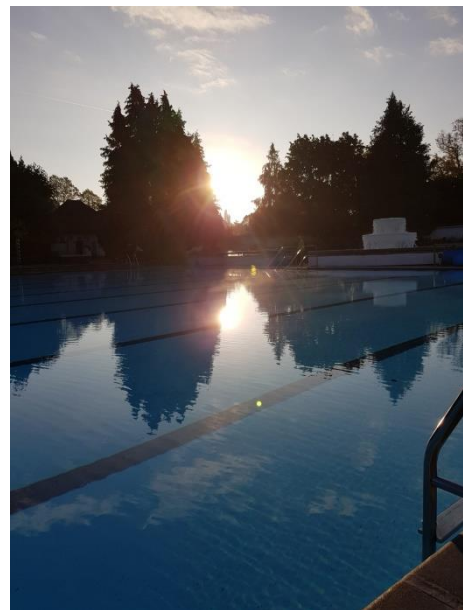
For example, we have a new Mental Health nurse we can book you directly into. She will be based at Yorkleigh Surgery.

We also now have advanced physiotherapists (First Contact Practitioners) who can assess you for all types of muscular, back and joint problems. They can organise x-ray investigations, prescribe medications, and refer you for further treatment.

In addition, we can refer you to a local pharmacy through a service called 'Pharmacy First'. They can prescribe antibiotics and other treatments for common infectious problems. It would be even better if you could go to the pharmacy in the first instance. If they are unable to help, our triage doctor will then be able to assist you.

If you need a sicknote renewing, please use the 'Ask reception a question' function via the 'Contact Us' section on our website. If you use this service, we will attempt to answer any questions within 24 hours.

[Online forms – Underwood Surgery](#)



Please plan routine appointments at least 2 weeks in advance to avoid having to contact the surgery at short notice. If you are issued a sick note for example, then please book a follow up appointment with your GP well before it expires. You can of course always cancel the appointment if it is not needed.

NHS APP, TEXTING AND EMAILING

For environmental and cost reasons, and to allow you to be involved in your care, we promote all patients having full access to their records via the NHS App. Please have the App loaded onto a mobile phone and linked to your GP record. If you have problems, you can contact us via email at underwood.reception@nhs.net.

If you have had a blood test, it is possible to use the NHS App to access the results and see your GP's comments about these results once they have been reviewed. You can also read all your consultation notes and any hospital correspondence that has been received. Routine GP face-to-face and telephone appointments can also be made via the app.

It is not possible to book for blood tests or nurse appointments online as the appointment lengths vary. If we need you to have a nurse appointment, we will send you booking links so that you can book for vaccinations, annual reviews and blood tests directly.

If you haven't yet registered with the NHS App but would like to find out more about it, please click on this link: [Register with the NHS app: Quick guide](#)

ANNUAL REVIEWS

Patients with long term conditions requiring annual blood tests and physical checks will be invited to book an appointment by text or email the month before their birthday. If you get a text with an appointment link, please could you book an appointment ASAP? This really helps us because if you don't book an appointment, the computer repeatedly creates alerts and sends them to your GP. If you don't think you need a review, please use the 'Ask Reception a Question' option on the website. We do sometimes incorrectly invite patients when a review is not required.

If you have Hypertension, then we recommend you own a blood pressure monitor and bring 5 days' worth of readings to your annual reviews. Our nursing team can advise if you are not sure how to obtain a sphygmomanometer.

