



Staff Update

We are sad to announce that we are saying goodbye to Dr William Denby who will be leaving the Practice on 31/1/25. Dr Denby has been with the Practice since 2016, first joining as a GP Registrar and then as a GP Partner. He will be very much missed by patients and colleagues. We wish him every success for the future. A personal message from Dr Denby:

'I will be leaving Emsworth Medical Practice at the end of January 2025. I have accepted an exciting opportunity to serve as the Deputy Chief Medical Officer at Sussex Community NHS Foundation Trust.

It has been a privilege to be part of this wonderful community and to have had the opportunity to care for you and your families.

I have especially enjoyed playing my part in training the doctors and GPs of tomorrow, all of whom have had a great experience at Emsworth Medical Practice. This is in no small part to patients showing kindness, patience and respect to all our trainees as they learn their trade – thank you for your support in this.

Please be assured that the dedicated Emsworth team will continue to provide you with the highest possible standard of care. I am confident that you will be in excellent hands. I wish you all the very best for the future'.

Congratulations to Dr Jomin George who has successfully completed his training in General Practice. He has worked with the Practice for over 2 years and has built a reputation for kindness and thoroughness and we wish him all the best for the future. We are pleased that he has agreed to stay on for the time being and help us on a locum basis and to cover the remaining part of Dr Tang's maternity leave.

We have a new F2 doctor, Dr Adam Williams, who has joined us on a 4 month' placement and we have another F2 doctor, Dr Arya Abaee starting this month.

Appointment System Changes

We are constantly reviewing our patient access because of the increase in demand and we have been working hard to improve this so that it is easier for you to contact us and for your problem to be dealt with by the most appropriate person. We are therefore promoting our current online system, eConsult, as the main way to contact us for medical advice. Your eConsult will go straight to your registered GP to triage that day who will assess your needs and arrange the next step for you in a timely manner. We believe that this will ensure that you are supported by the right medical professional within an appropriate timescale.

Please use eConsult as your first choice when contacting the Practice if you can as this will be the fastest and most efficient way for you and the Practice. You will find eConsult on the front page of our Practice website www.emsworthmedical.co.uk Please note that eConsults cannot be used for babies under 6 months, please telephone the surgery.

If you are unable to use the online service, eConsult, and choose to telephone or come into the surgery in person to request medical help, you will still be asked to provide details of your symptoms and needs to the receptionist who will then submit an eConsult on your behalf using the information provided.

eConsult will be available from 07.00am – 3pm Monday – Friday (excluding Bank Holidays) during this trial period. If we receive an exceptionally high volume of eConsult requests before 3pm then eConsults may be switched off earlier but will be available from 07.00am the next working day.

Our reception team will always try to help patients and patients will never be excluded from medical advice if they are unable to complete an eConsult. If you have an urgent problem, if you have an ill child or any other medical condition which requires urgent advice, then please do ring us. As always please dial 999 in an emergency.

Hospital Investigations

Could we please ask patients who have had any investigations organised by someone other than your GP, usually a consultant or outpatient department, that you contact the department where it was organised to obtain the results. Please do not assume that because they have not contacted you that the results are normal.

Pharmacy First

Patients can now visit their local pharmacy for help with several minor conditions which would previously have required a GP appointment.

As experts in medicines and managing minor illnesses, pharmacists have been backed by Government and the NHS to provide a new NHS 'Pharmacy First' service. Pharmacies across Emsworth and Hayling Island have signed up to support people in certain age groups seeking help for sore throats, earache in children, sinusitis, infected insect bites, impetigo, shingles, urinary tract infections in women and contraception.

If you have symptoms that suggest you may have any of these conditions, you can now walk into a pharmacy and be offered a consultation with the pharmacist. Under the new service pharmacists can provide advice and, if clinically necessary, will offer an NHS medicine to treat it (NHS prescription charge apply if you normally pay for medicines supplied on prescription). Should the pharmacy team be unable to help, you will be directed to your GP surgery or A&E as appropriate.

By thinking 'Pharmacy First', people will find it easier and quicker to get the help they need and bypass the need to book an appointment with their GP. Find the new service at a pharmacy near you using the NHS website: <https://www.nhs.uk/nhs-services/pharmacies/>

Patient Participation Group (PPG)

Your PPG (Patient Participation Group) Committee meets regularly with the Operations Manager, Sally Prior and GP Partner, Dr Hannah Morgan, to discuss matters that relate to patient interests and offer opinions and support where necessary. There is also a 'virtual' PPG and the Quack newsletter will be sent out to patients electronically and be available in hard copy at the surgery to keep patients informed and updated.

Our Chair meets regularly with other PPGs across Hampshire to exchange views but probably our most important function is arranging Health Education talks after discussion with our GP Partner on a topical medical subject and these are immensely popular. Our next talk will be in early Spring by a Consultant Urological Surgeon on a subject very important to men, that is problems relating to the prostate (including cancer), bladder, kidneys, how to spot the early signs, diagnosis and up to date treatment options. Men are often reluctant to seek treatment, so partners / wives are welcome to attend too. More details to follow.

Jim Strudwick, Chair, Emsworth Medical Practice PPG.

Social Prescribers

We are pleased to announce that two new Social Prescribers have joined our Primary Care Network (PCN) team, Sarah and Clare. They both started with the PCN at the end of November and are eager to collaborate with all of you to enhance the support we provide to our community.

Sarah comes to us with a background in youth counselling, family support and experience in schools, and Clare has extensive experience in holistic care having worked for Extend Primary Care as a Health Connector. Their skills and fresh perspectives will be invaluable as we continue to promote holistic well-being and connect individuals with the resources they need.

Respiratory Illnesses

There has been a recent increase in respiratory infections this winter. We are therefore encouraging patients with respiratory-like illnesses, coughs and colds, to wear a mask when attending an appointment. This will help to reduce the risk to other patients and staff. Thank you for your understanding during this winter period. We do still have a small number of flu and covid vaccinations in stock if you are eligible. If you have not yet attended but would like one, please speak to the receptionist.