

**Chair : Nick Shacklock**  
**Secretary/Editor: Nigel Kickham**

**Our Members: Sarah Hargreaves (Practice Operations Manager); Tim Morris (Practice Strategy Manager); John O'Shea; Colleen Crawford; Cathy Horsfall; John Holland; Barbara O'Shea; Jo Whitten, Dr Peter Gregory**



**The New Dispensary PPG**  
**Newsletter**  
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## Chairs Welcome

I (Nick Shacklock – image on right) thought after six months nearly in the role it was probably time I both introduced myself as Chairman of the Patient Participation Group and said something about the things that we're aiming to accomplish in the months ahead.

With my family I have been a patient at the New Dispensary and its predecessor (the Old Dispensary) since 1990.

My background in work has ranged from senior management roles in industry and the public sector to (currently) running my own company

I'm a serial volunteer, having served for 24 years in the Army Reserve, reaching the rank of Colonel, been a District Commissioner in Warwickshire Scouts and for the last 6 years I have been Chairman of what began as Warwick District Community First Responders and is now the Charity Warwickshire Hearts.

All the above has given me a good grounding in helping to get disparate groups of people working as a team to deliver worthwhile outcomes.

As to what we're trying to do as a PPG this year:

Firstly, working with the Partners, we want to improve the engagement of the Practice with the local community on Chase Meadow. We have a vibrant community centre next door and we feel we can work together to produce a better range of support activities which will have a direct impact on patient's health and wellbeing. To this end we are holding a joint Healthy Living fair on 21 April at the Community Centre about which you will find an article in this newsletter. Please come along!

We're currently representing you in working with the South Warwickshire GP Federation and the Clinical Commissioning Group to try to ensure that we get the best deal for patients from the current procurement for a GP Extended Hours Service which will provide additional bookable appointments later in the evening and on Saturdays by October (this is not the Out of Hours service which remains unchanged for the time being). This has the potential to be a very good thing for patients – particularly those who find difficulty accessing appointments during the working day – however, there is also the potential that we get a commercially driven service which is less convenient for patients – which we wish to avoid.

We work closely as your voice with the Partners and with the practice staff to try to ensure that you get the best service. We spend lot of time discussing how we can address issues which affect all patients - such as those who waste resources by failing repeatedly to attend booked appointments. However, if you feel there is something we're not doing please let us know!

If there is a specific issue relating to you personally then this should be taken up with the Practice Operations Manager not the PPG in the first instance.



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**New Dispensary PPG**  
**Healthy Living Fair**  
**April 21<sup>st</sup>**  
**See inside for details**

## End of an Era

The 29th March 2018 marks the end of an era. On this day Mrs Christine Rogers retires after an incredible 39 years of service to the NHS. Yes, in the year that the first IVF baby was born and when Kate Bush topped the charts with Wuthering Heights, the young Christine joined Dr John Busby at the Jury Street practice, Dr Watkins joined the practice and they moved to The Old Dispensary in Warwick where she was a receptionist.



Christine soon had her responsibilities stretched to administrative work and when an opening arose in 1990 for a practice manager at the Old Dispensary, Christine was the obvious choice with her experience and her own businesses at that time. In those days, the premises were converted houses and though quaint and full of character, they were challenging to work in and even problematic for patients to tackle steep staircases. After Drs Busby and Eileen Watkins retired, Christine masterminded a move to purpose-built premises at Chase Meadow with Drs Jackie Hatton and Steve Clarkson. The New Dispensary Surgery must be seen as the fantastic physical legacy of Christine Rogers, the Practice Manager, whilst the current clinical and administrative team are her 'personnel' legacy.

Dr Steve Clarkson retired in 2008 and Dr Jackie Hatton left The New Dispensary prematurely just a few years later, but Christine was instrumental in assembling the current dynamic doctor quartet of Drs Nilesh Vara, Peter L Gregory, Neelam Gill and Neha Sharma. Yet Christine's strength as a Manager has also been underpinned by some superb members of staff that she has recruited of whom Mary Rosamond stands out by her long service, hard work and cheerful disposition. Mary also retires this spring and will also be missed.



Christine is able to explain how the role of Practice Manager in General Practice has become more and more demanding over the years and advises that any new appointees must be resilient and robust. At times both patients and doctors have made Christine's job more difficult than it needed to have been - but she is too diplomatic to remind us how! Furthermore, external pressures have increased during Christine's tenure, for example from bodies such as NHS England. Yet Christine has found support from her peers in other South Warwickshire practices over the years and will miss their comradery. She has also found necessary rest and relaxation through her hobby caravanning and has gained comfort from her various pets, whilst her parents have also played a big part in supporting and encouraging her to progress, enabling her to get through a long and demanding, yet valued, career in the health service.

All of us at The New Dispensary wish Christine a very happy and healthy retirement and express our gratitude for what she has done for the people of Warwick and surrounding villages

## Practice Updates

### GP Registrars

Dr Kate Kerrigan joined our practice on 6th December 2017 as an FY2 and will be with us until 5th April 2018 for her 4 month placement.

Dr Aisha Alexander will join us after Dr Kerrigan on 6th April 2018 as an FY2 for a period of 4 months.

Dr Caroline Ellison joined our practice on 7th February 2018 as our ST2 part time for a period of 10 months finishing 4th December 2018.

### Wi-Fi

The practice now has free Wi-Fi available to our patients, if you wish to use it please sign in using the 'guest' option. We are happy for you to use our Wi-Fi but would still request you refrain from making or receiving calls whilst on the surgery premises.

### Did Not Attend (DNA's)

We continue to monitor our 'Did not attend' rates and discuss these with our patient group. Could we please remind patients that these DNA's waste a lot of valuable clinician time and would request that you contact reception to cancel the appointment if you are unable to attend.

### Bank Holidays

Bank Holiday Closures dates and opening hours are always posted on the practice doors. The Out Of Hours telephone contacts are on the practice telephone message when the surgery is closed. Please remember this is to be used for urgent treatment only that cannot wait until the surgery re-opens. We are lucky to have a good A & E service locally at Warwick Hospital however this is for emergency treatment only.

## Healthy Living Fair 21<sup>st</sup> April 2018

The Patient Participation Group have been looking for ways to help improve patient experience at The New Dispensary and help the practice to engage with the community. After many ideas we decided that a Healthy Living Fair could bring people together, as well as being an opportunity to get some advice on a range of health issues and maybe even find a new activity to help get active.

The fair will take place at Chase Meadow Community Centre on 21<sup>st</sup> of April from 2pm – 5pm. There will be an opportunity for health checks on the day, as well as CPR demos. We will have people on hand to offer help and advice on a wide range of health related issues and illnesses, from fitness to dementia, ante-natal care to a whole range of activities to get the whole family moving – whatever their age!

Do come along and join us on the day. Look out for members of the PPG to discuss any ideas that you have for projects which we could focus on, or ask us about joining the group!

Joannah Whitten

Community Development Manager

Chase Meadow Community Centre

### Practice Headlines

#### New Practice Operations Manager

I (Sarah Hargreaves) will be taking over from Christine at the start of April 2018 when Christine retires and enjoys a well-deserved rest! My background is in customer-service and finance, and I will be responsible for the day to day running of the Practice. I moved to Warwickshire after completing my degree, and in my spare time I am very much an equestrian at heart! I look forward to hearing your views and suggestions for the Surgery over the coming months



#### New Dispensary PPG Healthy Living Fair

The fair will take place at Chase Meadow Community Centre on 21<sup>st</sup> of April from 2pm – 5pm. (see adjacent panel)

#### Mary Rosamond

Mary will be leaving at the end of March after 27 years of service at both the Old and New Dispensary, Mary worked on reception and has carried out our registration processes behind the scenes in her latter years. We thank Mary for her years of service and wish her well in her retirement.

#### Linda Sanins

Linda will be leaving at the beginning of April after 4 years of service with us as a Practice Nurse, Linda has worked as a nurse at other local practices before joining us. We thank Linda for her hard work and dedication to our patients and wish her well in her retirement



## Update on Facebook Page



The Practice Facebook page now has 381 followers – **ARE YOU ONE OF THESE YET IF NOT PLEASE FIND US AND FOLLOW THE HELPFUL HEALTH NEWS.**

Dr Peter Gregory continues to update and maintain the Practices' Facebook page but needs continued support from us all by using the site as much as we can

The Facebook page gives patients an insight into the practices operation and what the practice offers, but importantly demonstrates how the practice is working with the patient community to provide tips and advice on medical matters as a self-help guide

In addition it provides updates on community events and links to organisations in the community who also require your support.

Find us or follow us @thenewdispensary on the Facebook app or [www.facebook.com/thenewdispensary/](http://www.facebook.com/thenewdispensary/) - make sure to follow or like our Facebook page there

## PPG Facebook Page

The Practice PPG also has a Facebook page with 39 followers – **PLEASE USE THIS PAGE AND FOLLOW OR LIKE THE PAGE**

The PPG Facebook page keeps you informed of political and social influences that impact upon the surgery and provides the user a forum for feedback into the practice itself

In addition it provides updates on community events and links to organisations in the community who also require your support.

Find us or follow us on @thenewdispensarysurgerypatientparticipationgroup on Facebook app or [www.facebook.com/thenewdispensarysurgerypatientparticipationgroup/](http://www.facebook.com/thenewdispensarysurgerypatientparticipationgroup/) - make sure to follow or like our Facebook page there