

# SWAN MEDICAL GROUP

## Summer Newsletter 2023

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## Welcome

Thank you for taking the time to read our newsletter. This is our latest update following our Spring newsletter released in March. We hope you find this issue informative and valuable. If you have any questions about anything you read, please speak to a member of our team.

More information regarding the surgery can be found at: [www.swanmedicalgroup.co.uk](http://www.swanmedicalgroup.co.uk)

## Our response to the current pressures on Primary Care

*“Swan Medical Group is changing in response to the current government plans...”*

*“Our aim is to still provide same day access for those that need to be seen on the day...”*

It is no secret that UK wide GP practices have been under significant strain in recent years, with falling GP numbers, a global pandemic to contend with and the significant subsequent delays this has caused with getting patients into secondary care. Across the country, we are seeing practices struggling to keep up with patient demand, and in some cases closing their

patient lists. For us these factors are reflected in a patient list rise of almost 1000 more patients in the past year, as well as incoming calls increasing from a total of 11,712 in the month of October to 14,255 in March.

NHS England have developed a ‘Delivery plan for recovering access to primary care’ which they have put together to help make it easier for patients to get the help they need, and Swan Medical Group are changing in response to the current government plans. We believe we have been offering an excellent service with our ‘Direct to Doctor’ system that has been in place at Swan Surgery since 2012, and at other sites since merging.

However, workload and demand has now become so high we are having to re-evaluate our system to help deal with the current pressures in primary care.

Due to our expanding workforce of clinical practitioners which includes new GPs, Advanced Nurse Practitioners, Practice Nurses, Paramedics, Pharmacists, Physiotherapists, Specialist Nurses (asthma, diabetes), Social Prescribers, Phlebotomists, and Care Coordinators for vulnerable groups, our system is no longer appropriately named. For context, in total we now have approximately 70 clinicians working at Swan Medical Group employed to look after the local community.

Our aim is to still provide same day access for those that need to be seen on the day and we continue to use a named GP system with one GP overseeing your care. However, with rising demand we are trialling a new system whereby if you contact the practice and your GP is not in that day, your call will be triaged by another clinician, and you will be contacted on the same day to be given an appointment for a prebooked telephone consultation with a member of the team or be signposted to external services for instance, local pharmacies or urgent treatment centre if appropriate. If your concern is triaged as urgent you will be contacted that day by an appropriate clinician as currently happens. If the problem is not urgent you will be booked in for a call back another day.

Please note when we contact you it could be via telephone call, text message or email therefore please ensure your contact information is up to date when logging your call.



## Havant Dementia Festival

Fri 16th  
June  
2023

Havant's first Dementia Festival takes place on **Friday 16 June 2023** from **10:00am to 2.00pm** at Havant Borough Council, Public Service Plaza, Civic Centre Road, Havant, PO9 2AX. A programme of events on the day can be found here: [www.havant.gov.uk/havant-dementia-festival-programme](http://www.havant.gov.uk/havant-dementia-festival-programme)

This free event is an opportunity for people living with Dementia, their carers, friends and families to seek advice and support from local charities and organisations. Just turn up and see what is on offer!

The festival will also include:

- An interactive question and answer session on Lasting Powers of Attorney with Irwin Mitchell Solicitors and estate planning considerations for those with a diagnosis of memory issues/living with Dementia
- Musical entertainment led by Kim Garner, Memory Choir
- Arts and craft sessions provided by The Spring
- Physical activity sessions provided by Horizon Leisure Centre and 'Get Up and Go' project
- Free defibrillator session
- Refreshments will be available

The Havant Dementia Festival is organised by Havant Borough Council, the Havant Dementia Network and Dementia Friendly Hampshire.

For more information, please go to: [www.havant.gov.uk/dementia2023](http://www.havant.gov.uk/dementia2023)



## Swan Autism Ambassador

Did you know, at SMG we have several 'Autism Ambassadors'? This means we can:

- Offer accompanied appointments, which can be tailored to specific needs.
- Help with integration into the local community.
- Signpost to a wide range of services and support.

**Autism  
Ambassador**  
Southampton - Hampshire  
Isle of Wight - Portsmouth  
2023-2024

**Just ask a member of staff for a call from one of our Autism Ambassadors and a member of the team will be in touch to discuss your needs.**

## General Practice Nursing Awards 2023

In May, one of our incredible nurse, Fiona, got nominated for a lifetime achievement award. Unfortunately, Fiona didn't win the award, but we wanted to share with you why she was nominated and celebrate what an amazing nurse she is and thank her for her dedication and service to the surgery

*"Fiona has worked at the Swan Surgery for 17 years. Fiona goes above and beyond for her patients and is always a team player. Fiona is a source of unlimited knowledge and is a great support for all."*



*Fiona has mentored many student nurses throughout her years at the Swan and has been a great role model to these students.*

*Fiona is highly skilled and encourages others to go further. Fiona looks out for everyone and is a huge pleasure to have in our team.*

*I would love Fiona to be recognised for all her hard work at the swan over the last 17 years."*

**\*\*Thank you Fiona!\*\***



## TAKE CARE IN THE SUN

While we all love being outside in the sunshine, its important to remember that a tan or sunburn are all signs of skin damage and can increase your risk of developing skin cancer. Here are a few tips to help you protect yourself this summer:

- Stay in the shade between 11am & 3pm
- Use sunscreen with an SPF of at least 15 and a UVA 4 stars
- Wear sunglasses with 100% UV protection
- Wear a broad-brim hat

For more information visit: [careinthesun.org/UV](http://careinthesun.org/UV)