

SWAN MEDICAL GROUP

Summer Newsletter 2025

In This Issue

- GP Changes
- Planned closure dates
- Accessing our services
- Friends of Petersfield Hospital
- Surgery computer tablets
- Medlink - one easy questionnaire
- Social prescribers
- Patient participation group
- Cancer awareness

Welcome

Thank you for taking the time to read our latest newsletter. 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



Announcement

We would like to inform our patients that Dr Issy Yerburch will be leaving Swan Medical Group on 7th August to spend some time abroad. We thank her for her dedicated service and wish her all the best for her travels.

We are pleased to announce that Dr Joanna Peters will be joining us as her replacement, starting on 1st October. In the interim period, Dr Uddin will be looking after Dr Yerburch's patients to ensure continuity of care.



Farewell

In August we will be saying goodbye to Dr Suzy Holden after an incredible 30 years with the practice. We are sure you will join us in wishing Dr Holden all the best for a very well-deserved retirement.

We are excited to welcome Dr Heather Farrell as a permanent member of the team starting 6th January 2026, to replace Dr Holden. In the interim period, Dr Buckley will be providing care to patients as a locum doctor. We appreciate your understanding during this transition and we remain committed to providing the highest standard of care to all our patients.



Maternity leave

We extend our warmest wishes to Dr Jess Dunlop as she begins her maternity leave in June. We are absolutely delighted for her, and on behalf of the practice and our patients, we send our very best wishes to her and her family.



Our surgeries will be **closed** for staff training and development in the afternoons of

Tuesday 24th June & Tuesday 15th July



Accessing Our Services – Important Update

As part of our ongoing transition to a modern general practice model and commitment to improving patient care through total triage, we've made some important updates to how and when you can access our services:

Routine Care: 8:00am – 11:00am

We are now available for routine enquiries, appointment requests, and administrative tasks between 8:00am and 11:00am, Monday to Friday. After 11:00am, our team will focus on urgent medical needs only, ensuring those who are unwell can get the care they need promptly.



E-Consults: Available 8:00am – 6:30pm

You can now submit an e-consultation online between 8:00am and 6:30pm. This is a convenient way to contact us for advice, treatment, or administrative help without needing to call or visit the practice. Visit our website to access the e-consult system and get a response from our team within the next working day.



Call-Back Service

We encourage all patients to use our callback service which is available between 8am to 11am and from midday until 5pm. Using this service ensures you can continue with your day whilst maintaining your place in the call queue.



Thank You to the Friends of Petersfield Hospital!

Swan Medical Group would like to express its sincere gratitude and thanks to the Friends of Petersfield Hospital, who very generously offered to share some of their donation funds to purchase medical equipment to help support our patients. Items purchased include respiratory equipment such as Spirometers & Feno machines, a portable ECG machine, Portable heart rate monitors, defibrillators, ear thermometers and medical couches.

This new equipment is vital for our team to continue to deliver high standards of care to our patients, and we are extremely grateful to the Friends of Petersfield Hospital for enabling us to purchase these medical supplies, which we know our patients will benefit from.

The Friends of Petersfield Hospital was formed in 1954 as a registered charity and are a voluntary group made up of a small committee and members. If you would like to get involved or for more information, please contact the Chairman:

Mr John Granger

Tel: 01730 263817

Email: john.granger004@btinternet.com

Website: www.friendsofpetersfieldhospital.com



Surgery computer tablets

At Swan Medical Group, we’re committed to making healthcare more accessible and environmentally sustainable. That’s why we’ve introduced surgery tablets; a digital device available to patients who may not have reliable internet access at home or on their phone. These tablets support our patients in managing their care more independently, while reducing the number of paper requests made– contributing to a greener, more efficient NHS.

How Do They Work?

- Our tablets are easy to use & provide secure access to our website only, enabling you to request repeat prescriptions, complete our online forms & find helpful resources.
- Please make sure you ‘save and submit’ your request before leaving; If the request is not completed properly, it will be automatically deleted, and the practice will not receive it.



Medlink - one easy questionnaire

Exciting News for Swan Medical Group Patients! We have introduced MEDLINK, a new streamlined recall system for your long-term health management.

Why MEDLINK? It consolidates all your long-term health conditions into one easy-to-complete questionnaire, making it simpler and reducing the number of messages you receive from us. Your experience remains familiar, just with a fresh new look!

Here’s what you can expect:

- ✓ You’ll receive a gentle reminder via text message or email usually during your birth month* containing a simple health questionnaire for all your long-term health conditions. We will call or send letters to patients who do not have a mobile or email.
- ✓ You complete and return the questionnaire as soon as possible
- ✓ A clinician will review your responses and will confirm if there is a need for further action, they’ll get in touch to arrange an appointment.



Social Prescribers

Need some help or advice? Come to one of our drop-in sessions for a chat with our two Social Prescribers. We can help with mental health support, diet and exercise, food and warmth support, financial issues and much more.

Social Prescribers COMMUNITY DROP-IN SESSION NO APPT NECESSARY	Tuesdays 12:00 to 2:30	Thursdays 9:30 to 12:30
	The Church Centre Liphook GU30 7DJ	St Peters Church Petersfield GU32 3HS

Patient Participation Group

A big thank you to our PPG who helped organise a recent health promotion event for our patients based on 'Living well in older age'. We had excellent feedback regarding the guest speakers and stallholders, thank you to everyone involved.

If you wish to keep up to date with what the group are up to, we publish 'snippets' from recent meetings on our website:
<https://www.swanmedicalgroup.co.uk/surgery-information/patient-participation/>

Our PPG membership is currently full, but we anticipate at least one vacancy on the PPG in the near future, keep your eye out for announcements on the website.



Cancer awareness

**CERVICAL SCREENING
AWARENESS WEEK**
14-20 JUNE

Be Cervical Cancer Aware

Are you showing any of these common symptoms of suspected cervical cancer?



Unusual vaginal bleeding



Pain and discomfort during sex



Unpleasant smelling vaginal discharge



Bleeding after menopause



Leg pain



Pelvic pain



Weight loss



Constant fatigue

**CHECK4
CANCER**
 It could save your life

0800 085 6663 www.check4cancer.com