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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



SMG Surgery News



Stay Safe & Well This Summer! Summer is a great opportunity to get outdoors, stay active, spend time with family & friends & enjoy a healthy, balanced diet with plenty of seasonal fruit & vegetables. However, hot weather can also pose health risks, particularly for older adults, young children, pregnant women & those with long-term health conditions.

To help keep yourself & others safe during periods of hot weather:

- Drink plenty of fluids & avoid dehydration.
- Stay out of the sun during the hottest part of the day where possible.
- Wear appropriate clothing, including a hat & sunscreen when outdoors.
- Keep your home cool by closing curtains or blinds in sunny rooms.
- Check on family members, friends & neighbours who may be more vulnerable to the heat.



For the latest advice and practical guidance on staying safe in hot weather, please visit the Government's **Beat the Heat** guidance on GOV.UK. We wish all our patients a safe, enjoyable & healthy summer.

Social Prescribers Community Drop in Sessions

Tuesdays 2.30pm-4.30pm

Liphook Village Surgery

Liphook

GU30 7AQ



Thursdays 9.30am-12.30pm

St Peters Church

Petersfield

GU32 3HS

Patient Participation Group (PPG) - Have your Say!

Our PPG is made up of a dedicated group of 15 patients who work alongside our Practice teams to help shape & improve the services we provide. The group meet at least four times a year with Practice Operations Managers & a GP Partner to discuss patient experiences, provide feedback, support health promotion initiatives & assist at events such as vaccination clinics.

You may have recently seen some of our PPG members in our waiting rooms, where they have been speaking with patients about the group's work & gathering feedback. We value hearing about your experiences—whether you've received excellent care or feel there are areas where we can improve. If you would like to share your feedback please get in touch hiowicb-hsi.smgppgchair@nhs.net

Changes to Our Clinical Team

Over the coming months, there will be some changes within our clinical team. We would like to keep our patients informed & take this opportunity to thank our departing colleagues for their commitment & dedication to Swan Medical Group.

Dr Dorin Teodorescu

Dr Dorin Teodorescu left our Liphook practice on 21st May. Dr Teodorescu has been a valued member of our team, and we are grateful for the care, professionalism & support he has provided to patients throughout his time with us. We wish him every success for the future..



We are pleased to welcome [Dr Sarah Shearn](#), who has been working with Swan Medical Group as a locum GP over recent months. Dr Shearn assumed responsibility for the care of Dr Teodorescu's patients from 2nd June.

Dr Laura Carter

Dr Laura Carter left the practice on 19th June. Laura has made a significant contribution to Swan Medical Group & has been highly regarded by both patients and colleagues. We would like to thank her for her dedication & wish her every success in the next stage of her career.



We are delighted that [Dr Molly St John](#), who may already be familiar to many of our patients, will take over the care of Dr Carter's patients from 23rd June.

Issy Yerburgh

Later in July, Issy Yerburgh will also be leaving Swan Medical Group. We would like to thank Issy for her hard work, commitment & contribution to the practice & wish her all the very best for the future.



At the same time, we are pleased to welcome [Dr Samantha Levy](#) to the team, who will continue supporting patients in Liphook.

Manage Your Healthcare Easier with the NHS App

The **NHS App** is a secure & convenient way to access a range of NHS services directly from your smartphone or tablet, whenever & wherever you need them. To optimise this service, please ensure you have switched on your notifications & update the app when prompted.

Available to everyone aged 13 & over, the app allows you to manage many aspects of your healthcare without needing to call or visit the practice.

- Order repeat prescriptions
- Book, view and manage appointments
- Access your GP health record
- Use NHS 111 online
- Receive messages and updates from your GP surgery
- View your COVID-19 vaccination record and other health information



The **NHS App** is **free** to download, simple to use & helps you stay connected to your healthcare services at a time that suits you. To get started, search 'NHS App' in the Apple App Store or Google Play Store, or visit the NHS website for more information & to register. Take control of your healthcare today with the NHS App!

Are you a Carer?

You may not think of yourself as a carer, but if you regularly help or support a family member, friend, partner, or neighbour because of illness, disability, frailty, mental health needs, or substance misuse, you could be a carer.

At Swan Medical Group, we are keen to identify and support all carers within our patient population. Knowing who our carers are helps us ensure that appropriate support, information & services are available when needed.

You may be a carer if you help someone with:

- Attending appointments
- Managing medication
- Personal care or daily activities
- Shopping, cooking, or household tasks
- Emotional support & wellbeing
- Transport or communication needs



Many people do not realise that their caring responsibilities mean they are a carer. Whether you provide support occasionally or every day, we would like to hear from you.

By telling us that you are a carer, we can ensure your medical record is updated & help connect you with relevant information, local services & support available to carers.

Helping us identify carers helps us provide better support for both you and the person you care for.

Update from Swan Medical Group



At Swan Medical Group, we remain committed to providing a responsive and high-quality service for our patients, ensuring continuity of care wherever possible and supporting patients to access the most appropriate clinician in a timely manner.

Throughout the spring months, practices across the country continue to experience sustained pressures linked to increasing patient demand, ongoing workforce challenges, and wider NHS capacity constraints. In addition to managing day-to-day appointments, urgent care needs, and long-term condition management, our teams have also been delivering seasonal vaccination programmes.

Over recent months, we have been particularly busy supporting the rollout of COVID-19 vaccinations for patients aged 75 and over, alongside the continued delivery of the RSV vaccination programme for eligible patients. These important public health programmes have required significant clinical and administrative resource, while ensuring routine patient care continues safely and effectively.

As previously communicated, the national changes introduced to eConsult access requirements in October 2025 have continued to generate significantly higher levels of patient contact throughout the day, often resulting in an additional 100-200 additional contacts per day. While we understand the intention behind improving accessibility, practices such as ours that were already operating responsive systems, have seen substantial increases in workload and demand. This has inevitably impacted telephone waiting times and appointment availability at particularly busy periods. It has also meant that some of the non-urgent workload has had to be deferred to a later date.

Despite these ongoing pressures, our reception, clinical, and administrative teams remain committed to provide a good service to our patients and have continued to work incredibly hard to support our patients and maintain safe standards of care. We are extremely grateful for the patience and understanding shown by many patients during these challenging times.

We also appreciate that patients may feel frustrated if they cannot access care as quickly as before, please rest assured that we constantly monitoring our systems to ensure we can do our best to meet patient demand within the resources available to us.

The wellbeing of both our patients and staff remains our highest priority as we move into the summer months.

Respiratory Health Research

If you are experiencing respiratory symptoms such as a cough, sore throat, runny nose, or shortness of breath, you may be eligible to take part in an important national surveillance programme.

The UK Health Security Agency (UKHSA) is working with researchers to monitor the spread of respiratory viruses, helping to improve our understanding of illnesses such as flu, COVID-19 & other seasonal infections.

You can request a **free home testing kit** through the study website using the code: **J82098**

By taking part, you will receive information about your results and contribute valuable data that helps public health experts monitor and respond to respiratory infections across the UK.

To find out more and request your free kit, visit: www.taketatestuk.com

Your participation can help improve respiratory health surveillance and support future healthcare planning.



Respiratory Symptoms?
Cough, sore throat, runny nose? Shortness of breath?

You can access a free surveillance kit via takeatestuk.com - just use voucher code **J82098**

You will receive COVID-19, Flu and RSV results, and help UKHSA track these viruses in the population.
The kits are not kept at our sites, please use the above link to order directly.

Logos: RCGP (Royal College of General Practitioners), UKHSA (UK Health Security Agency), NHS, TAKEA TEST UK.COM

Cancer Awareness

Summer is a wonderful time to enjoy the outdoors, but it is also an important reminder to take steps to protect your health & reduce your risk of cancer.

Protect Your Skin

Exposure to ultraviolet (UV) rays from the sun is one of the leading causes of skin cancer. When spending time outdoors, remember to:

- Apply sunscreen with a minimum SPF of 30 & reapply regularly.
- Seek shade during the hottest part of the day, particularly between 11am & 3pm.
- Wear protective clothing, including a hat & UV-protective sunglasses.
- Take care not to burn, even on cloudy days.

It is also important to check your skin regularly. If you notice a new mole, changes to an existing mole, or any unusual skin changes that do not heal, please seek medical advice.



Healthy Lifestyle Choices Matter

Many cancers can be prevented by making healthy lifestyle choices. Summer provides a great opportunity to:

- Enjoy a balanced diet rich in fruit & vegetables.
- Stay physically active.
- Maintain a healthy weight.
- Avoid smoking & limit alcohol consumption.
- Stay hydrated, particularly during hot weather.



Know the Signs

Being aware of the signs & symptoms of cancer can make a significant difference. Early diagnosis often leads to more effective treatment & improved outcomes.

If you notice any persistent or unusual symptoms, don't ignore them. Contact your GP practice for advice.

By taking simple steps to look after your health & attending recommended NHS screening appointments, you can help reduce your risk & support early detection.