

Gosford Hill Medical Centre

News Letter

WINTER 2025

WELCOME

Welcome to the Gosford Hill Medical Centre newsletter. The practice has made a few changes. We hope to keep you up to date with these improvements and welcome any feedback about these or anything else mentioned in this newsletter.

WELCOME TO JOINERS

We would like to extend a warm welcome to our two new FY doctors, Dr Rhiannon Cope and Dr Fiona Connell, for their 4 month attachment.

STAFF CHANGES

We have been joined by Izzy Drew and Lisa Hoad, two new members of our Patient Services Team.

WHAT'S NEW?

NHS App – online access

www.nhs.uk/nhsapp

We encourage all patients to sign up for the NHS app to be able to view their medical record online, request prescriptions, view scheduled appointments and receive reminders about vaccinations and appointments

The NHS App now handles many messages (like appointment reminders, test results etc) sending them securely within the app for safety and cost-efficiency. Please ensure that you enable notifications in the app's settings (More > Account & Settings > Manage Notifications) to be able to see these messages

If you have any difficulty accessing the app please speak with one of our PSA Team who will be happy to assist you.

Please note that cervical smear invites will now be sent to eligible patients via the NHS app.

COMPLAINTS

We strive to offer all of our patients excellent service however on occasions things can go wrong. If this happens it is always better to try and deal with a complaint at the earliest opportunity so please do let us know so we can try and resolve any issues

Non NHS Services

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

- Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)

- Insurance claim forms
- Prescriptions for taking medication abroad
- Private sick notes
- Vaccination certificates

The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

CARD PAYMENTS

We are pleased to inform you that we are now able to take card payments as well as cash and cheque for any private services or reports.

GP TRAINING PRACTICE and VIDEO RECORDING OF CONSULTATIONS

We are a GP training practice attached to the Oxford Specialty GP Training Programme. We support the training of new GPs and other doctors in training and also develop the skills of our existing GPs and other staff. As part of this, clinicians working in this practice might make video recordings of their consultations with patients to help them improve their consultation skills. Rest assured your consent will always be requested before the consultation. If you would rather that your consultation is not recorded please let the Patient Services Team know. This is entirely your choice and will not affect your healthcare in any way at all.

We would also like to pass on our thanks to those patients with various conditions that have given up their time to come in to talk to groups of medical students that come to the practice for teaching.

PATIENT FOCUS GROUP

We are pleased to invite you to our upcoming Patient Group Meeting on Tuesday 20TH January 2026 at 7:00 PM. This will be a face-to-face event, and we would be delighted if you could join us.

If you would like to attend and put a question forward please submit your question in writing and forward it via email to gosfordhill@nhs.net or hand it at the reception desk marked for the attention of the Practice Manager

Research at Gosford Hill Medical Centre

For the last decade, GHMC has been highly integrated into the research network which stretches across the whole of the Thames Valley and which facilitates research studies in primary care. These studies are academic (ie not pharmaceutical company) studies which meet rigorous ethics standards. Typically, the studies may look at the symptoms and effects of common conditions such as respiratory tract infections and occasionally may look at new therapies or treatments for acute illness or chronic long-term health problems. Dr Wallard oversees research at the Practice.

Many of you will have received letters, emails or texts about potential research projects if you have long term conditions such as high blood pressure, diabetes or COPD and we encourage you to register your interest if you do; you are not committing yourself to any study at this stage of the process and you will be given plenty of information to make your decision. We would like to take this opportunity to thank all patients who have contributed to studies either in the past or those which are in progress.

Studies currently recruiting or about to recruit at GHMC include:

- PRIME: We are just starting to recruit for PRIME which is looking at the effectiveness of Nitric Oxide in patients with less than three days of upper respiratory tract symptoms (eg cough, cold, sinus pain, sore throat).
- ANTLER 75: this study is looking at how effective it is to reduce or stop anti-depressant medication in those over the age of 75.
- COMPUTATIONAL: About to start shortly, this study looks at personalised monitoring and intervention for patients with heart failure

- POS-ARI: With over 80 patients recruited from Gosford, this involves a throat swab to monitor in real time the common virus strains causing respiratory infections in the UK. We are looking for patients who have typical symptoms including cough, sore throat or sinus pain for less than 7 days.

- OPTIMISE2: Currently recruiting, this study looks at personalised plans for reducing the number of tablets required to maintain a healthy blood pressure for patients with hypertension (high blood pressure) over the age of 75.

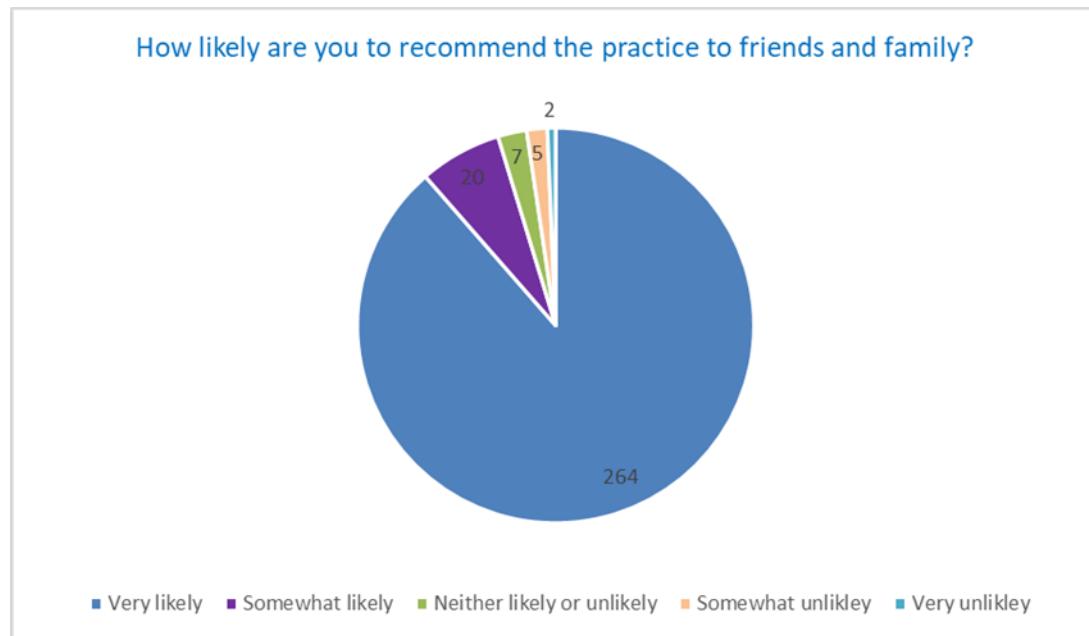
- EVOLUTION: Building on the success of TOUCAN which ran last year, this is a fascinating study starting in 2026 looking at 'point-of-care' urine sample analysers which take just minutes to work out if a patient has a urinary tract infection, and if so which antibiotics will be effective

If you are interested in any of the studies mentioned above or have general queries about research at Gosford Hill, please contact Dr Wallard.

Friends and Family feedback

Thank you to those that have attended for appointments and have completed the Friends and Family feedback. Our staff really appreciate the lovely comments that are made. See most recent results below.

We received 299 anonymous responses for November and 96% of these patients are very likely or likely to recommend the practice to friends and family.



Here are some of the positive responses that we have received:

"Doctors, as always, were professional but warm and friendly, and thorough in their approach. I felt listened to and well cared for. Reception staff were friendly and so helpful. Thank you all."

"I was very happy with the efficiency shown and the patience and understanding displayed. Thank you."

"Great that you provide inclusive opening times for those with work and family commitments, such as some evening appointments in the week. Thank you. "