



Goodbye to Colin Neal

After eighteen years, we are saying goodbye to Mr Colin Neal as our Practice Manager. We are very sad to see him go, but he is retiring and has a lot of hobbies to keep him busy; we wish him a long and happy retirement.

Since joining us from Barclays Bank, Colin has always gone above and beyond what was expected of him as a Manager, such as shovelling snow, changing fluorescent tube light fittings, etc. He has always wanted the patient experience to be as good as possible, hence starting our successful Patient

Participation Group; the Friends of Parkwood Surgery. He has had a hand in the successful funning of the Flu Clinics every year, and has also been the driving force behind the recent new build, Project Man-aging this over the last twelve months.

I am sure you will join us in wishing him all the very best for the fu-ture, in his well deserved retirement.

Dr S Stier

WE HAVE FINALLY MOVED IN

After many years of trying to improve our premises we are finally there. Through a scheme with Assura PLC, we have been able to increase the size of the Surgery and completely redesign and refurbish the existing premises.

On 16th May 2022, we finally took possession of the whole site after many months of working out of half the building and having to use consulting rooms as waiting areas and reception areas, which was difficult for you as patients and also for our staff, especially through the wet, cold and windy winter months.



For those who have had a need to vis-it us already we hope that you like the new Surgery and find the larger waiting areas and consulting rooms better for you and that the flow through of the building is easy.

We have attached some pictures so that you can see how the develop-ment turned out.

Colin Neal, PM



Partners

Dr S Stier
Dr H Antscherl
Dr H Shakir
Dr M Nicholas
Dr A Kamal
Dr F Sunassee

Associates

Dr T Fernandes
Dr S DaSilva
Dr T Darku
Dr A Gohar
Dr S Chopra
Dr H Kazaz (mat)
Dr S Fonseka
Dr B Awujoola
Dr M Zamir (Locum)
Dr S Grandhi (Locum)

Registrars

Dr T Patel

Pharmacist

Miss R Lakhani
Mrs P Shah

Practice Nurses

Clare Jones
Kerry Farmer
Charlie Rooney
Louise Hibberd
Ann Timms
Karen Dancer, HCA

Practice Managers

Mr C Neal (retiring)
Mr C Gimbreare

Asst Practice Manager

Miss K Day

Deputy Managers

Miss S Wartnaby
Mrs S Conway



HOW TO DISPOSE OF UNWANTED & USED INHALERS

The propellants in commonly used inhalers are powerful greenhouse gases. Even after the inhaler has been used, significant amounts of these environmentally damaging gases remain in the canister.

Landfill disposal of inhalers is harmful to the environment, due to the residual gas from canisters being released in to the atmosphere.

Inhalers returned to the Pharmacies for safe disposal can be disposed of with other medicines waste. This is then thermally treated to destroy the greenhouse gases. All used inhalers should be returned to a Pharmacy to be disposed of safely.

If all used inhalers in the UK were returned for safe disposal, this could save 512,330 tonnes of CO₂e annually, the same as a VW Golf car being driven around the world 88,606 times.



Change of Practice Manager

After 18 years (almost to the day) Colin Neal will be leaving Parkwood Surgery to enjoy a well-earned retirement. He has seen many changes through the years including numerous restructures of the NHS, increased use of technology and working through the last 2 years of Covid, the introduction of telephone triage, a number of changes to our doctors, nurses and reception staff.

To sign off in style he will be doing a cycle ride from London to Amsterdam in aid of Prostate Cancer UK. He will be riding 165 miles over 2 days, along with around 250 others ... 1 in 8 men will develop prostate cancer

and, as Colin knows a number of friends and patients who have been diagnosed with this he wanted to try to raise funds for this good cause. You can donate to their JustGiving page here: https://www.justgiving.com/fundraising/Colin-Neal?utm_source=Sharethis&utm_medium=fundraising&utm_content=Colin-Neal&utm_campaign=pfp-email&utm_term=db0b27d43d124871a06eddf2ef59b665.

Colin will be replaced by Casper Gimbrere, who has already been in the post for 3 months working alongside Colin. Casper comes from a business background having worked in a number of customer facing and managerial roles across various industries for the last 24 years and he was looking to make a career change in 2021 as he no longer enjoyed the corporate world. "I was excited to be joining as Practice Manager at PWD as a completely new challenge and to continue building on the great work and high standard which Colin has achieved for the surgery in his time here. I would hope that I can bring a lot of my experience from the business world into the NHS healthcare setting to help PWD to continue to remain a very good surgery in our community here as well as looking after our excellent staff here at PWD and to see our patients now in wonderful new modern premises to deliver healthcare to them".

New Triage System

With COVID having created a huge backlog in our hospitals since 2020 and continuing to put severe pressure on their operations, this pressure is now also felt in all GP Practices nationwide with the amount of follow ups, referrals, waiting times and documents to process in addition to trying to deliver day to day healthcare to their patients. Parkwood are unfortunately no exception either and why we would like to ask and thank you kindly for your continued understanding and patience at times in these difficult circumstances which are mostly beyond our control. COVID also still affected a number of our admin and clinical staff in April which put even further pressure on our ability to deal with the current demands but we are doing our very best on a daily basis to be as efficient and helpful as we can to you.

In order to try to be as efficient as possible with our available staff, workloads and patient demand we are also introducing a new triage process on 11th July. In summary this means that patients who phone up in the morning and afternoon for triaging, will be asked a number of questions to have the right information available for our triage doctors to review and allow them to make quicker decisions and schedule available appointments or actions based on clinical urgent need with patients also being notified faster via text or phone call. This should reduce the time for patients waiting for feedback and what the next step will be and hopefully free up more GP time as well to manage their schedule and workload better for your benefit. You will receive further updates and news over the coming weeks via our website, social media posts and text messaging as well.

Thank you and I wish you a safe, healthy and enjoyable summer!

Casper Gimbrere, PM

