**Alexander House Surgery**

**2 Salisbury Road, Farnborough, GU14 7AW**

**Tel: 01252 541155**

**Newsletter Spring 2025**

**Staff Update:** The GP partners have remained the same: Dr Watts, Dr Serpant, Dr Hampshire and Dr Earl

We have 3 salaried GPs Dr Mahmood, Dr Deane and Dr Sinclair. Dr Sinclair is on maternity leave after having her baby Boy in December 2024. Dr Moodley and Dr Riveros have been locums at the surgery to cover her patients.

Dr Hulme has been covering Dr Earl whilst she has been off sick, she but is planning to return to the surgery at the end of April 2025.

The clinical team also compromises Pip – Advanced Nurse Practitioner and Avril- nurse practitioner. Gemma has recently qualified as a prescribing nurse practitioner and has joined the on the day care team.

We have a strong practice nursing team of 3 nurses who provide diabetic and respiratory care plus general nursing and specialist clinics.

Our Nurse Associate Georgie is due to complete her conversion to practice nurse soon and commencing as a fully qualified practice nurse in July 2025 here at the surgery

Lorna has commenced her nurse associate training and due to qualify in Feb 2026.

The reception team is led by Sally who has a team of 11 receptionists.

The back-office admin team consists of Mandy, Julie and Danielle – they have a combined experience in the NHS of 45 years

The Practice Manager is Patrick Denston and Operations Manager is Alison Sherar

**PPG Fundraiser**

At our next fundraiser event on **Saturday 10th May** 2025 we hope, once again, to raise a good amount of money to enable the surgery to buy equipment not funded by the NHS.

So, your help is needed and if anyone has any new/good quality items for the tombola/nearly new stalls or for bric-a-brac please bring into the surgery and we will keep them to the day.

Also, if you are a gardener, could you start off a few extra seeds or cuttings that would be great for the plant table?

SPRING FAIR

SATURDAY 10th MAY 2025

10.00am to 12.30pm



71,411 TELEPHONE CALLS HAVE BEEN RECEIVED BY THE SURGERY WITH AN AVERAGE WAIT TIME OF 1 MIN 43 SECONDS

MADE UP OF:

FACE TO FACE 46,464

TELEPHONE 33,319

ONLINE 4,850

1,556 SATURDAY APPOINTMENTS

8,409 BLOOD TEST APPOINTMENTS

OUR BUSIEST DAY USING DATA WAS A WEDNESDAY

DIGITAL ADVANCEMENT SHOWS AS …..

218,561 TEXT/APP MESSAGES WERE SENT TO PATIENTS

15,570 FAMILY & FRIENDS RESPONSES SINCE JUNE 2022 HAVE BEEN RECEIVED BACK TO THE PRACTICE

13,271 CAME BACK AS VERY GOOD

1,519 CAME BACK AS GOOD

GENERAL INFORMATION ABOUT OUR APPOINTMENTS

FROM 1ST APRIL 2024 TO 31ST MARCH 2025