

# The Grange Practice Patient Newsletter

MARCH 2026



## WELCOME!

Welcome to the re-launch of our patient newsletter. This will be available on our website and in the surgery. This month we're pleased to share important team updates, a "Day in the Life" feature on our patient advisers, provided by our Reception Supervisor - Suzanne and her team, advice on heart health, information on Anima our triage tool and progress on our new premises.

## GRANGE TEAM NEWS

We are delighted to welcome Dr Charlotte Felstead to The Grange Practice. Dr Felstead joins us as a salaried GP and brings valuable experience in general medicine and long-term condition management. We are very pleased to have her as part of the team and know many of you will meet her in the coming weeks.

We also say a heartfelt thank you and goodbye to Marianne Hamlyn, our dedicated Diabetic Nurse, who has left the practice. Marianne has provided outstanding care and support to patients living with diabetes over the years. She will be greatly missed by both colleagues and patients alike, and we wish her every success in her next chapter.

## ANIMA TRIAGE SYSTEM

To ensure patient requests are reviewed safely and promptly, we operate a dedicated Anima Triage Duty Team each day.

This team consists of:

- A trained administration team member
- A duty clinician (GP or Advanced Practitioner)

### What happens to your Anima request?

The clinician reviews the medical information provided and decides on the most appropriate next step. This may include:

- Advice via message or phone call
- Booking a face-to-face or telephone appointment
- Directing you to another appropriate service
- Arranging investigations or prescriptions

### What happens to your triaged Anima request?

The administration team member will be in contact to inform you of the clinician's decision.

### How does this help patients and clinicians

This enables us to:

- Prioritise urgent cases safely
- Direct patients to the right professional first time
- Reduce unnecessary waiting
- Make best use of GP appointments

You may notice our team ask questions when booking appointments or reviewing online forms. This is to ensure you receive the right care as efficiently as possible.

**We appreciate your patience and kindness, particularly during busy periods.**

## A Day in the Life of a Patient Advisor

The day starts quickly — and once it gets going, it doesn't slow down!

At 8 a.m. sharp, the phones switch on and we're off. From that moment, it's a steady stream of calls, questions and queries. We help patients complete Anima forms, talk through results, answer general enquiries, and guide people to the right support. Every call is different, and you never quite know what the next one will bring.

It can be busy and sometimes challenging, but that's where our teamwork really shines. We rotate between phones and reception, checking in with each other throughout the morning and stepping in when someone needs a hand. There's a real sense of "we're in this together," which keeps everything running smoothly — for us and for our patients.

### ☀️ The Little Things That Keep Us Going

Being a Patient Advisor is about more than just answering calls. It's also about creating a warm, welcoming space — not just for patients, but for each other too.

Morale matters, especially on those non-stop mornings, and we make sure to lift each other up along the way:

- 🍰 The occasional sweet treat always helps boost energy levels
- 🎵 A morning singalong gets us started — Enzo and Michelle are always ready to join in!
- 🐾 A cheerful "good morning" from our Practice Pets brings instant smiles
- 💬 Quick catch-ups and supportive chats give everyone a chance to offload
- 🤗 Plenty of kindness, laughter and teamwork to keep the day flowing

It's those small, thoughtful moments that make a big difference. Yes, the phones are busy. Yes, the pace is fast. But the support, positivity and shared laughter are what truly define a day in the life of a Patient Advisor — and that's what makes it such a rewarding role. ❤️

### WESTWOOD CROSS UPDATE

We still expect the WWX development to go ahead, but, it has again been delayed. The site has been purchased and currently a road is being built on the site as development of some other properties goes ahead. It is proposed that the surgery moves to the far corner of the plot so as to not lose other investments. We are waiting on the ICB and district valuer to reach an agreement, then we can put in stage 3 business case. Thank you all for your patience

### FUN FACT:

THE WORD "DOCTOR" COMES FROM THE LATIN DOCERE, WHICH MEANS "TO TEACH."  
ORIGINALLY, DOCTORS WEREN'T JUST HEALERS — THEY WERE SCHOLARS WHOSE ROLE WAS TO SHARE KNOWLEDGE. SO EVERY APPOINTMENT IS PART OF A TRADITION THAT'S HUNDREDS OF YEARS OLD!

### ❤️ Focus on Heart Health

Heart disease remains one of the leading causes of illness in the UK. High blood pressure, raised cholesterol, diabetes and smoking all increase risk.

Simple steps to protect your heart:

- Know your blood pressure and cholesterol numbers
- Attend your NHS Health Check (aged 40–74)
- Maintain a healthy weight
- Exercise regularly (aim for 150 minutes per week)
- Reduce salt and saturated fats
- Stop smoking

**If you experience chest pain, sudden shortness of breath, or pain spreading to your arms, jaw, neck or back, call 999 immediately**