



The County Practice

WELCOME NEWSLETTER

Welcome to our newsletter. We wanted to take a brief moment to introduce you to our practice, The County Practice System, and its team.

Firstly, we want to let you know that we are proud to be part of the Melton, Syston & Vale Primary Care Network. Along with the Jubilee Medical Practice, Latham House and Long Clawson, we work collaboratively to provide the highest quality healthcare to our patients.

There are many different non-traditional services provided at The County Practice. These include:

- ◇ Non-Obstetric Ultrasound Scans
- ◇ Echocardiograms
- ◇ Hernia Operations under local anaesthetic
- ◇ Carpal Tunnel Repairs
- ◇ MRI Scans (via University Hospitals of Leicester)

In addition to our medical services, we also offer the following:

- ◇ Health checks for patients aged 40-74
- ◇ Travel Vaccinations and Advice
- ◇ Child Health Clinics
- ◇ Minor Surgery Procedures

We take immense pride in the provision of care for our 12,800 patients. Our team of Doctors, Nurses, Pharmacists, Social Care and Administrators are driven by the passion to provide the best possible healthcare and advice.

For a full list of our services, please visit our website: www.countypracticesyston.nhs.net



PATIENT FEEDBACK

A recent patient survey found the following:

- 96% of patients found our receptionists helpful and courteous.
- 95% of patients said that they were able to get an appointment when they needed one.
- 97% of patients were satisfied with their overall experience at our practice.
- 94% of patients said that they would recommend our practice to a friend.



DR TIM JENNINGS HAS RETIRED

After an illustrious career spanning 40 years, our renowned Senior Partner Dr Timothy Jennings retired in December 2022.

We are honoured to have had Dr Jennings here at the practice for such a vast amount of time, where he built strong relationships with generations, old and young, in the community, as well as caring for thousands of patients.

The whole County Practice team wish Dr Jennings a long and healthy retirement.



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OUR TEAM

We are proud to have a team of established healthcare professionals, some whom have been with the practice for decades and some who have joined the practice over the past few years. Our General Practitioner team consists of:

- ◇ Dr Gareth Chidlow - Partner
 - ◇ Dr Jane Walwyn - Partner
 - ◇ Dr Susannah Corner - Partner
 - ◇ Dr Andrew Milne - Partner
 - ◇ Dr Peter Chau - Partner
 - ◇ Dr Shivani Bhatt - Salaried GP
 - ◇ Dr Shrinal Kotecha - Salaried GP
 - ◇ Dr Fahreen Dhanji- Salaried GP
 - ◇ Dr Jean Wong - Salaried GP
- There are also fully qualified Doctors who are training to be GPs, these are:
- ◇ Dr Shwetha Raj
 - ◇ Dr Jheel Vaidya
 - ◇ Dr Sandeep Makan
 - ◇ Dr Zabreen Ahmed

Our practice is also complete with a highly proficient team of Nursing staff, Pharmacists and Pharmacy Technician, Social Prescribing and of course our diligent Administrative Teams. We will detail these in future newsletters.

More information on our team can be found on our practice website.

PATIENT PARTICIPATION GROUP (PPG)

What is a Patient Participation Group (PPG)

Our PPG brings together patients, GP's and staff from the practice (or a group of practices). They meet quarterly to discuss issues relating to their surgery and the services provided to patients. The group makes sure that:

- ◇ GP's and staff to have an opportunity to share ideas with patients
- ◇ GP's and staff can work with patients to plan services which best meet the needs of the people who use those services
- ◇ Advice and Support on non-medical and social care issues can be provided
- ◇ Provides an opportunity for GP's and staff to build stronger relationships with their patients and, ultimately, become closer with the community.

The PPG was put on hold during the COVID-19 Pandemic, but has since restarted. We urge any patients at our practice who are interested in having a say in how our practice operates to look on our website for more details and to request to join our PPG.