Stubbington Medical Practice Newsletter

A Message from Dr Robins

I would like to inform you all that I have chosen to retire from general practice in June.

This has been an incredibly hard decision to make as being a GP has defined my life. I had always wanted to be a GP and focused on that aim throughout my schooling. I then trained at St Thomas's Hospital in London and completed my foundation year at Queen Alexandra in Cosham. I enrolled onto the GP training scheme in 1994 and chose Stubbington as my training practice, under the guidance of Dr Andrew Paterson.

During those trainee years I got married and had my first child. There are several patients I know who remember me from that time. I then joined the partnership in April 1998 after Dr Dow retired, with the intention to stay until my own retirement. In my interview I was asked where I saw myself after 5 and 10 years and I stated this aim; I cannot believe how all that time has flown by.

It has been an absolute privilege to work in such a lovely community, with many patients becoming friends. There have been so many changes over the years. I remember that the average week would include 5 minute appointments, which gradually increased in length, home visits every lunchtime between clinics including going to Blackbrook and Blake maternity units to do newborn baby checks and postnatal examinations within 48 hours of delivery, all beautifully documented in abbreviated style in the Lloyd George paper notes. The computer was practically non-existent. Being called out of surgery for an urgent home visit leaving a waiting room full of patients was a frequent occurrence.

We also admitted and cared for our patients when they needed that extra support at Gosport War Memorial Hospital on Sultan ward. I would often do a day covering the ward which meant doing a regular GP clinic in the morning and then racing over to do a ward round in the afternoon. Times have changed, with both complexity and demand ever increasing, so that the delivery of primary care by the family doctor has had to adapt to cope.

I have seen babies grow and develop through childhood to become mature adults and have families of their own. The older generation proudly tell me about their families and the love and care they receive from friends and family as they themselves grow older and need support. It is not often that you get welcomed into people's houses, but the home visits were a privilege, revealing the hardships many faced often behind closed doors. We now have a dedicated home visiting team who have become a wonderful asset to the practice.

The Stubbington Medical Practice has always been a family focused one, with the team past and present striving to deliver the best care possible to everyone and I have been extremely lucky to be part of it. The way in which all the staff support each other is also what makes Stubbington great.

I have some wonderful memories and will miss so many of you. Whilst my focus will now turn to what the future holds for me and my own family, I know that the Stubbington medical practice will be there for you when you need it.

Appointment System

Since changes to the GP contract in October 2025, our practice has continued to offer the eConsult service Monday to Friday, 8:00am–6:30pm, for routine medical requests.

For patients who are unable to use online services, our care navigation team can complete an eConsult on your behalf over the phone. There is also a tablet available in reception if you would like help completing one in the practice.

Since these changes, the number of eConsults we receive has increased significantly. We now receive around 450 requests each week, which is over 100 more per week compared to September 2025. Unfortunately, there has been no additional funding to support this increased demand, so we have had to change how we manage patient requests.

All eConsults are reviewed by our trained care navigation team. Administrative requests are handled directly by them. Any requests that may be urgent are passed to a GP or added to our urgent care team list. Routine medical requests are sent to a GP for review and triage.

Our aim is for a GP to review routine eConsults within 5 working days. After this, either a member of our team will contact you with the next steps. This may include advice from the GP, booking an appointment, or referring you to another service.

Due to the high demand, routine GP appointments may have a waiting time of over 4 weeks, and this is likely to continue. For example, in February 2026 we received 1,758 eConsult requests, but only had capacity for 428 routine GP appointments. This means we can offer appointments to around 25% of requests each month. Where it is safe to do so, GPs will provide advice without needing a face-to-face appointment so that those who most need to be seen can be prioritised.

We kindly ask for your patience. Please avoid submitting multiple eConsults for the same issue or calling the practice for updates, as this increases demand on our team and creates long wait times.

There are many trained healthcare professionals within our practice who can help with your medical concerns — it's not just GPs. Our team includes pharmacists, physiotherapists, nurses, healthcare assistants, wellbeing support workers, social prescribers, mental health practitioners, and pharmacy technicians. All of these professionals are skilled in managing a wide range of conditions and can often provide the care and support you need. Your GP will still have overall oversight of your care, but you may be offered an appointment with another member of the team who is best suited to help with your particular issue.

The NHS now offers a wide range of self-referral services, including physiotherapy, audiology, children's mental health services, continence support, addiction services, weight management, adult mental health services, contraception services, podiatry, sexual health clinics, sleep services, vasectomy services, and smoking cessation support. When we suggest self-referral, we are not "fobbing you off." We are directing you to the most appropriate NHS service for your needs, many of which allow you to access care more quickly without needing to see a GP first.

If your issue is urgent, please do not submit an eConsult. Instead, call the practice so we can assess you as soon as possible. When submitting an eConsult, please include as much detail as you can. This helps the GP review your request efficiently and provide the best possible care.

If you cannot find the right condition when completing your eConsult, please scroll to the bottom of the list and select "request other advice." This will take you to a general advice form. Choosing the wrong condition can result in inappropriate questions and may make it more difficult for the GP to assess and triage your request accurately.

COVID VACCINE SPRING BOOSTER

People aged 75 and over, residents in care homes for older adults, and those aged 6 months and over with a weakened immune system are eligible for a COVID-19 vaccination this spring.

Last year, people were slower booking their jabs than they were in 2024. But COVID often spikes in the summer, so it's important to get the vaccine if you're eligible.

Our clinic on Saturday 18th April is now fully booked. However, we will be running additional clinics throughout April and May to meet demand.

The eligibility criteria for the RSV vaccine has recently been updated to include everyone aged 75 and over. We will also be offering the RSV vaccine to patients aged 75 and over who have not yet received it, and this can be given at the same time as your COVID-19 vaccine. RSV, which is a common cause of coughs and colds, as well as serious complications, including pneumonia. The virus affects people of all ages but is most severe for people over 75, and those with weakened immune systems.

All our invites have been sent out to patients. If you haven't received an invite and you believe you are eligible please call or visit the practice.

EMAIL COMMUNICATION

From 1st April 2026, the practice will be increasing the use of email to communicate with patients. This is because our text messaging service is now limited, so we need to reduce the number of texts we send.

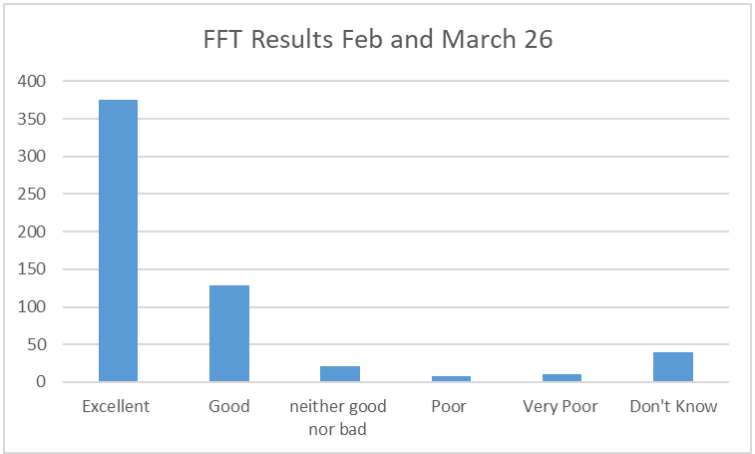
If you would prefer not to receive communication by email, please contact the practice and we can update your preferences.

If you need to update your contact details, you can do so using the link below or by visiting the practice in person.
Consent & Change of Personal Details - Stubbington Medical Practice

FRIENDS AND FAMILY RESULTS

The Friends and Family Test (FFT) is an important way for patients to share feedback about their experience with NHS services. Your feedback helps us understand what we are doing well and where we can improve.

Our practice has been collecting this feedback since 2022, and we have received over 13,000 responses so far. We review this feedback every month and share it with our team to help improve our services.



As shown in the graph above, most of our patients rate our service as excellent, and overall feedback has been very positive. We carefully review any feedback where a patient has not had a positive experience, and our management team takes appropriate action where needed.

All responses are anonymous. However, if you would like your experience to be looked into further, please contact the practice directly so we can support you.

BANK HOLIDAYS

Easter Bank Holiday		May Bank Holiday	
Friday 3rd April — CLOSED		Monday 4th May — CLOSED	
Monday 6th April — CLOSED		Monday 25th May — CLOSED	

If you require any urgent medical assistance on these days please call 111 or visit the NHS 111 website which us www.111.nhs.uk

TARGET TRAINING EXPLAINED

Target stands for:- **Time for Audit, Research, Governance, Education and Training.**

These are mandatory training sessions which everyone has to attend. All Medical Practices have to conduct TARGET training.

All these things are an important factor in ensuring that the staff at Stubbington Medical Practice can deliver care to patients effectively.

⇒ By taking these quarterly, half day sessions the staff can:

⇒ Learn new skills which they use during their day to day work.

⇒ Learn about new treatments and approaches to care.

⇒ Work closely with local hospitals and other care providers to improve new pathways.

⇒ Share thoughts and ideas with each other to improve services.

⇒ Engage with team building opportunities.

The next target session is being held on the afternoon of **Wednesday 13th May.**

During this afternoon the surgery, telephone lines, reception and eConsult will be unavailable as all staff are involved. You WILL NOT be able to submit new requests.

eConsult will reopen at 08:00 the following day.

If you require medical assistance during this period here are some options available to you:

⇒ Call 111 or visit www.111.nhs.uk • For child/pregnancy health concerns visit www.what0-18.nhs.uk

⇒ Visit the local pharmacy

⇒ If you have a minor injury you can attend the Urgent Treatment Centre (UTC)

⇒ In a life threatening medical emergency call 999.