

# Newsletter

## Penkridge Medical Practice

Issue 7  
Autumn 2019

### Opening Times

Mon 8.00-18.30  
Tues 8.00-18.30  
Wed 8.00-18.30  
Thurs 8.00-12.00  
14.00-18.30  
Fri 8.00-18.30

**Extended Hours  
For appointments  
booked in advance  
dealing with non-  
urgent matters**

**Thurs 18.30-20.00  
(weekly)**

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## Keeping in Touch with our patients

### Extended Access Appointments at local Practices

You may sometimes be offered an appointment at an alternative local Practice in the evening or at the weekend. Should this appointment be for a dressing you will need to take the prescribed dressing with you. The local surgery will not provide it.

Our staff are aware of this and should advise you when booking the appointment.

### Flu Vaccines

Flu vaccines are still available for both aged 65+ and those under 65 who meet the eligibility criteria. It has been a challenge this year as the under 65 flu vaccine was delayed and we did not receive our first delivery until Mid October. We are still awaiting a final delivery, but as we ordered additional vaccines this year we still have plenty in stock. If you meet the criteria and wish to have a vaccine please book an appointment with reception.

### Telephones

We now run monthly reports on average wait times for calls to be answered. For August, September, October the average wait time is 1.15 minutes. During this period reception dealt with 13,819 calls.

### Over The Counter (OTC) Medicines

Penkridge Medical Practice currently spends **£103,000** per year on prescribing medication to patients that could be bought cheaply over the counter at any chemist or supermarket.

In line with a new national and local initiative we are aiming to reduce this spend. We are currently looking at paracetamol. We are removing paracetamol from repeat prescriptions and will not be prescribing it, except where patients are taking a regular dose for chronic pain for a long term condition. If our records indicate infrequent use it will be removed from the repeat items and advice from clinicians will be to purchase the medication. This policy will apply to all age groups, including children and those patients who receive free NHS prescriptions.

Please help us to achieve this reduction. Don't ask clinicians for this medication on prescription. Your request will be refused. Support your local shops, buy it over the counter.

# Newsletter

## Penkridge Medical Practice

### Opening Times

Every Thursday we are closed for staff training 1200-1400.

Once a month the local Clinical Commissioning Group provide GP cover so that doctors can attend updates and training. During this time the Practice will be closed and you will be advised to call 111 if you need urgent medical assistance.

Future Training dates for 2019/20 are

Thurs 5 Dec  
Thurs 9 Jan  
Thurs 6 Feb  
Thurs 5 March

These sessions are 1200-1830

### Keeping in Touch with our patients

#### Staffing Changes

Dr Rose Page, now GP qualified has joined the Practice team on a temporary basis and will be with us until May 2020.

We also welcome Michelle Austin who joined the admin team and Dawn Williams and Kay Battersby who have joined the reception team.

#### Walk-in Patients

Please be aware that patients who walk in to the surgery and ask for an appointment will not be seen any quicker than those phoning for a same day appointment. Patients will still need to be put through the triage system (unless under 5 or over 80). Even though these groups may be offered an appointment this may be several hours later. General Practice is not an emergency service and there is no requirement to see walk-in patients immediately.

#### Online Access

Online access to your medical record is now available. Please ask reception for a form if you wish to register.

#### Communication

We continue to increase the use of SMS text and email. Please ensure you keep us informed if you change your mobile phone number or email address.

#### Community Link Advisor

As part of a national investment we now have an attached Community Link Advisor (social prescriber). Kate Powell will be working at Penkridge one day per week, generally Wednesdays. Kate is available for face to face appointments and via the telephone. She can help with patients who may be feeling isolated, or who may be struggling to navigate their way through local government or social care pathways.

Initially we will be focusing on our patients who are carers and offering them an appointment with Kate. However, anyone can book an appointment, please contact reception.

#### One Health and Care

This is a confidential digital shared care record for people living in Staffordshire and Stoke-on-Trent due to go live early 2020.

Health and social care staff will be able to access your digital shared care record if they are directly involved in your care. Having this information to view will help provide you with better, safer care by ensuring there is access to the most up-to-date information about you.

If you do not want your details shared through the digital shared care record you can opt out.

Contact the Patient and Liaison Service on Freephone 0800 030 4563 or email [onehealthandcare@nhs.net](mailto:onehealthandcare@nhs.net)