

Newsletter

Penkrige Medical Practice

Issue 5
Summer 2020

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)

Keeping in Touch with our patients

Coronavirus Update June 2021

We would like to update our patients on procedures operating at the Practice from July 2021.

We need to keep our environment safe for patients and our staff and continue with some social distancing measures. The British Medical Association has advised General Practice to take a cautious approach to relaxing measures and we have applied this recommendation to our plans. We will be increasing the number of patients allowed in the waiting area to 10. Patients will be able to access the reception area for queries. If there are 10 patients in the waiting area you may be asked to wait outside. Our preference is to receive queries via the telephone or through the Online Consult system via our website. We know it can be frustrating if you can't get through, but please continue to try. Our staff are working very hard to try and answer all your calls.

If you opt to use the Online Consult system the form you submit is passed to a clinician to review. The Clinician has allocated time to do this, but this is not an appointment slot and the Clinician will not contact you at this time. The form will be reviewed, if the Clinician can deal with the query they may issue a prescription or send the patient a text message. If they feel an appointment is required they will make arrangements for this and you will receive notification about this.

We will continue to see patients in face to face appointments, but this is where there is a clinical need and will be determined by a clinician. All initial appointments with a clinician will continue to be by telephone. At the moment we need to continue with the majority of appointments being offered on the day. These will be with a duty doctor if your problem is new (less than 3 weeks or a known problem that has worsened), or with an appropriate member of our clinical team if it is a non-urgent problem (something you have had for more than 3 weeks or a known/ongoing problem). We still experience times when staff have to isolate and in order to manage workload we need to continue with this system at present. We are trialling ways in which we can release some appointments that can be booked in advance. These will be available to book via Patient Access and NHS App so it is worth checking these sites if you wish to book a non-urgent appointment. At the moment we are still unable to offer ear irrigation.

Newsletter

Penkridge Medical Practice

Opening Times

Mon 8.00-

18.30

Tuesday Thursday we

are closed for staff

Wedning 8.00-

18.00

Thurs 8.00-

12.00

Once a month the

local Clinical

Commissioning

Group provide GP

cover so that

patients can attend

For updates and

appointments

training. During

booked in

this time the

Practice will be

closed and you will

be asked to call

111 if you need

urgent medical

assistance.

(weekly)

Future Training

dates for 2021 are

Thurs 3 June

Thurs 1 July

Thurs 5 Aug

Thurs 9 Sept

Thurs 7 Oct

Thurs 4 Nov

Thurs 2 Dec

These sessions are

1200-1830

Keeping in Touch with our patients

There are some appointments that have to be carried out at the surgery, so appointments with nurses for dressings, blood tests, injections, smears, etc can be booked directly with reception and do not require a telephone consultation first. Blood test appointments are available to book online.

In order to increase the number of appointments we can offer to patients we have utilised short term national funding (funding we are being given up to the end of September 2021) to increase our GP workforce and we now have 2 additional part time GPs working with us. If we offer face to face appointments - our capacity is less as rooms have to be cleaned down after each patient and PPE changed. For infection control purposes we would see this continuing in health care settings for some time.

We continue to be part of the Covid Vaccination Programme—the largest vaccination programme in the history of the NHS. Although vaccinations are not being offered at the surgery we still have to co-ordinate and book appointments, contact patients and answer queries. We are balancing this programme with continuing to be open and managing your other clinical needs.

We know patients are frustrated because they are sometimes finding it difficult to get through on the telephone. This is a combination of unprecedented demand (this is a nationally recognised issue) and also because our staff are having to book covid vaccinations for patients in addition to answering calls. We are trying to use text messaging services for this where possible, and we also have some voluntary staff who are helping with this massive task (to whom we are incredibly grateful). This is a problem that is being experienced by the majority of GP Practices in the area, and we apologise, but at the moment there is no short term fix to this problem. Adding additional phone line is not the answer as we do not have capacity to answer additional calls. We will, however, be considering options for our telephone system for the future.

As a result of patient frustrations our reception staff are experiencing increased incidents of verbal abuse and unacceptable behaviour. We won't tolerate this type of behaviour and we again ask that patients are polite and courteous to all our staff. Patients behaving in this manner will be removed from our patient register. Staff are authorised to end calls with patients who are rude or abusive.

We hope you find this update helpful and we will continue to make you aware of any changes.