

Newsletter

Penkrige Medical Practice

Issue 4
Spring 2018

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**

Wed 18.30-20.00
(once a month)
Thurs 18.30-20.00
(weekly)

In this Issue

Medication
Reviews

Urgent Care Team

ID for collecting
prescriptions

Telephones

Reviews for pa-
tients with long
term conditions

Communication

Expanding Role
of the GP Recep-
tionist

Clinical team
information

Keeping in Touch with our patients

Medication Reviews

We are changing the way we manage your medication review. You may have noticed there is no longer a medication review date showing on your prescription. We have removed this from your slip, but are still monitoring it on our system. When our system indicates your medication review is due, your details are passed to one of the clinicians (usually our Clinical Pharmacist). They will establish if tests are required or look at the results if they have recently been undertaken. If tests are required we will contact you to make an appointment. Test results are reviewed and if clinicians feel these are within range your medication will be re-authorized. If a clinician feels you need a face to face or telephone consultation, we will contact you to arrange this. However, if you feel you are experiencing side effects or have concerns about the medication you are taking you should make a routine appointment with one of our clinicians.



Urgent Care Team

With less GPs available we are having to alter the skill mix of our clinical team. In the previous newsletter we introduced our Clinical Pharmacist, Erika Crichton-Baker. This issue we would like to welcome Ms Manjit Gill who is our new Physician Associate. Physician Associate is a fairly new role in the NHS and up until recently has been more widely used in hospital environments, but is now being expanded into General Practice. Manjit has a biomedical degree and has then undertaken a 2 year postgraduate course, studying the same subjects as those covered in a medical degree, but condensed into 2 years.

Our duty doctor may book you in to see Manjit if you request a same day appointment. Reception staff are also able to book some patients directly into her

appointments. At the moment Manjit is unable to authorise prescriptions. If it is felt you require a prescription this will be authorised by our duty doctor. Manjit will always be working under the supervision of our duty doctor on the day.

ID Required for Collecting certain Prescriptions

National requirements have now changed and patients receiving a certain category of drugs are now required to show photo ID when collecting prescriptions from reception. You will also be required to show photo ID if you are collecting the prescription on behalf of someone else. Patients affected by this change will have received correspondence from the Practice regarding this.

Telephones

We now run monthly reports on average wait times for calls to be answered. For Jan, Feb and March the average wait time is less than 2 minutes.

Newsletter

Penkrige 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 2018 are

Thurs 3 May
Thurs 7 June
Thurs 5 July
Thurs 2 Aug
Thurs 6 Sept
Thurs 4 Oct
Thurs 1 Nov
Thurs 6 Dec

These sessions are 1200-1830

Keeping in Touch with our patients

Reviews for Patients with Long Term Conditions

We have changed the way we organize our appointments for reviewing patients with long term conditions such as diabetes and hypertension. Previously we invited patients for an annual review around the month of their birthday. We have changed this and now think it more appropriate to initially concentrate on patients whose test results are outside of the acceptable range.

Therefore, if your last test results indicated you were outside of the acceptable range you may find we contact you earlier in the year. We will also now send you a bit more information that will tell you what your results were and whether this rates you as red, amber or green.

Communication

Over the next month or two we will be installing software that will allow us to communicate with our patients via email and SMS text rather than having to post a letter. If you have given us details of your email address and/or your mobile phone number we may start to communicate with you via this route rather than via post. So if you've had a blood test and the GP wishes you to have a retest or wants you to make an appointment we may communicate this to you via text or email. It will be important that patients ensure they inform us if they change either their email address or their mobile phone number.

Of course, for those patients who do not have email addresses or mobile phones we will continue to contact you via post.

Expanding Role of the GP Receptionist

During the next 6 months our reception staff will be involved in signposting training. This is nationally funded training as it is recognised that GP reception staff have a greater role to play in directing patients to see the right clinician or to the right service. As this training progresses you may find our staff ask you a few more questions about the reasons for your appointment. This will be part of their protocol and will be supported by the GPs. It will enable staff to establish if your problem could be dealt with by another service, eg Pharmacy First Scheme or Opticians dealing with minor eye problems.

Penkridge Medical Practice

Additions to our Clinical Team

We now have a number of clinicians working at the Practice who have clinical qualifications, but are not GPs. These members of staff are working as part of our Urgent Care Team and support the doctors by seeing patients with acute problems. Our Duty Doctor will assess patients requesting same day appointments and, if appropriate, may book an appointment with a member of our Urgent Care Team.

Urgent Care Team

Erika Crichton-Baker – Clinical Pharmacist

Erika is a qualified Pharmacist, but also has additional qualifications in diabetes, is an Advanced Clinical Practitioner and is able to prescribe medication.

Manjit Gill – Physician Associate

Manjit is a qualified Physician Associate, she had undertaken 2 years of medical training. Manjit is able to advise on the prescribing of medication, but is not able to authorise prescriptions. If Manjit wishes to prescribe medication for you, this will be authorised by the duty doctor on the day.

Erika and Manjit can see and treat conditions such as:-

- Coughs & colds (flu like symptoms)
- Sore throats
- Rhinitis
- Aches and pains
- Skin rashes
- Urinary symptoms, such as cystitis, blood in urine
- Earache
- Temperature
- Women's health
- Allergic reaction
- Skin infection
- Eczema
- Asthma/chest infection
- Conjunctivitis

Our Nursing Team

See the right person at the right time

Our **Practice Nurses** can see you for:-

- Minor injuries (cuts, bites)
- Ear syringing (after oiling ears for 10 days)
- Dressings
- Swabs
- Baby immunisations
- Medical injections (zoadex/prostap)
- Removal of stitches/clips following a medical procedure
- Travel vaccinations
- Injections for contraception
- Cervical smears
- Reviews for diabetes, asthma, hypertension

Our **Senior Health Care Assistant** can see you for:-

- Ear syringing (after oiling ears for 10 days)
- Dressings
- BP checks
- B12 injections/shingles injections
- New patient health checks
- Removal of stitches/clips following a medical procedure
- Weight check
- Flu/pneumonia injections
- Contraceptive pill check
- Preliminary review for diabetes and Coronary heart disease
- Reviews for hypertension

Our **Phlebotomists** can see you for:-

- Blood tests
- In-house INR blood testing