

# Newsletter

## Penkridge Medical Practice

Issue 6  
Winter 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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### Building Developments

We have been lucky enough to secure some development funding from NHS England and we are planning to develop 2 ground floor rooms, previously occupied by Health Visiting and School Nursing, into 4 clinical rooms. We apologise for any noise and disruption, but this work should be completed by April 2019. We intend utilising these rooms for patients attending the surgery for urgent care appointments.

### Booking Appointments in Advance

We are aware there is some frustration about booking appointments in advance with a doctor. We try to offer a variety of appointments. Some can be booked up to 4 weeks in advance and others become available a week before the appointment date. The majority of these appointments are available to book online. On average our clinicians provide 980 patient contacts per week. This includes phone consultations/triage calls and face to face appointments, but does not include appointments with nurses or healthcare assistants.

### Telephones

We now run monthly reports on average wait times for calls to be answered. For November, December, January the average wait time is 1.14 minutes. During this period reception dealt with 13,182 calls.

### Pregabalin and Gabapentin

The category for these drugs is changing from 1st April 2019 and these drugs will come under controlled drugs classification. This will mean that:-

- ◆ These drugs can no longer be processed via the electronic prescription system and paper copies have to be printed and signed.
- ◆ Patients can only have a prescription for 28 days.
- ◆ These drugs cannot be on repeat dispensing.
- ◆ These prescriptions will have to be signed for when collected from reception.

We are currently making adjustments to patients prescriptions and plan to inform patients affected by text, email or telephone call.

We recognise this will cause inconvenience to some patients, but this matter is outside of our control. We are also aware that this change will cause an additional financial cost for some patients. For those patient we would suggest consideration be given to the prescription pre-payment scheme. Details can be found at [www.nhsbsa.nhs.uk](http://www.nhsbsa.nhs.uk)

# 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 2019 are

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

These sessions are 1200-1830

### Keeping in Touch with our patients

#### Staffing Changes

We welcome Dr Helga Wagner who has joined the Practice as a salaried GP, working 2 sessions per week.

Manjit Gill, Physician Associate has finished her 1 year internship and will be joining the Practice on a permanent basis.

Rachel Condon has joined the Practice as a Pharmacy Technician and will be supporting Erika, our Clinical Pharmacist with prescription queries and medicines management.

We also welcome Kate Bayliss who has joined the reception team.

3 new GP Registrars have joined the Practice. These are doctors who are training to be GPs.

Dr Ahmed Tambal will be at Penkrige for 12 months.

Dr Rachna Bajaj will be at Penkrige for 12 months.

Dr Idowu Dare will be at Penkrige for 2 months.

Dr Rose Page returns from maternity leave and will be at Penkrige for 2 months.

#### Communication

We now have new software which allows 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.

#### Concerns About Practice List Size

Amazingly over the past 20 years the list size of the Practice has hardly altered, even with all the housing development. In 1998 it was 10100 and today it is 9951. That's not to say the list size won't increase, but if it does the money follows the patient. This means should the list size grow excessively (eg 2000 patients) then some money would be available to invest in additional resources.