

SPRING NEWSLETTER 2019

Welcome to the latest issue of our Practice Newsletter, which we hope you will find useful and informative.

Time has gone so quickly since our last newsletter and we cannot believe we are already in 2019! We have quite a few updates that we think you should know so please read on to find out more.

Staff Update

GP Updates:

From April 1st 2019 **Dr Chau** will be reducing his surgery days from 5 to 3 days a week. He will be working Monday, Tuesday and Wednesday. **Dr Buttner** will be increasing her hours, making her days Wednesday, Thursday and Friday.

Nurse Updates:

From February **Pam Jones** our Practice Nurse reduced her days to Mondays and Tuesdays.

On 11th February, Nurse **Becky Steel** gave birth to a happy and healthy baby boy named Freddie. She is currently on Maternity Leave and we wish them all the best.

From beginning of March, we have welcomed **Sharon Flint** to our Practice as a Practice Nurse. She will be working at the surgery for 2 days a week as well as working as a District Nurse.

Last September **Julie Hall** joined the Team as a Diabetic Specialist Nurse. She has clinics on Wednesday mornings.

Last, but definitely not least, **Jo McBride** our Diabetes Specialist Nurse, is sadly leaving us after **19** years. We are sure you will want to join us in thanking her for all her years of service and for looking after our diabetic patients so well. Jo would also like to add her personal thanks and good wishes to all her lovely patients. We all wish Jo the very best for the future.

CHALLENGING TIMES

All over the country, GP surgeries are facing tough times. The increasing demand for our services, limited resources and recruitment challenges all contribute to the general practice pressure cooker.

We have seen first hand the rising demands placed on primary care. People living longer, and with increasingly complex medical and social needs. Being a GP is an extraordinary complex task. We treat chronic illnesses, provide long-term support to patients, and liaise with health and social care professionals to ensure continuity of care in communities – and this is all achieved with less time and fewer resources.

Our list size has been increasing at a fast-paced rate for some time now. In January 2019 NHS England authorised temporary

closure of our patient list to Heath Hill Road Patients.

We realise that this is disappointing for Heath Hill Road patients wishing to transfer to us. We hope that you understand our reasons, but we must prioritise those patients who are moving into the area who are not registered with a GP Practice locally. We will continue to review this, but please bear with us.

*Thank you for
your patience!*

THE LIFE OF A GP RECEPTIONIST

GP receptionists are the stitching that holds together the very fabric of a practice. They perform a role that can be massively underappreciated and often challenged with rising demand and increased expectations.

Patients' interpretation of their situations can lead them to malign GP receptionists, blaming them for lack of appointments, doctors running late, hospitals not completing paperwork and everything in between.

From the moment the surgery opens to the minute it closes the receptionists offer open access to all-comers, with little or no respite.

Our reception team do their utmost to provide all our patients with access to the healthcare they require, within an appropriate time scale. As your first point of contact with the practice, our reception team have a skilled and vital role to carry out, working closely with the doctors and other healthcare professionals.

It doesn't often happen that you are not greeted with a smile and a pleasant greeting, but some days are harder than others and dealing with difficult situations can be very draining. On occasion a favourite patient may have passed away which can be upsetting for the staff.



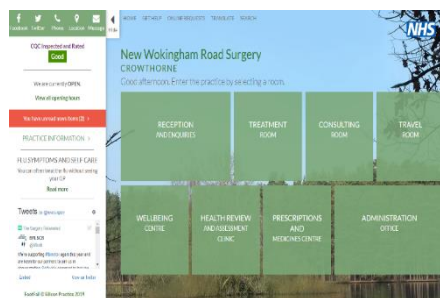
The job of a GP receptionist is an emotionally demanding role that entails a myriad of tasks and can at times be very stressful.

So please remember to treat our receptionists with respect. They do not have an easy time and they really do want to help you, but they also have limited resources, protocols to follow (over which they have no control). Most importantly of all - they are human!

NEW WEBSITE

As reception continues to be so busy, we are pleased to have developed a new interactive website which went live at the end of last year. Our website has been designed to help patients find information they need – fast and easily.

You can use our website if you have queries about referrals, sick notes or just need some general non-medical advice. There is also information and advice on travel, our practice boundary area, repeat prescription requests and a well-being section.



Please do take a look. You may find the answer to your question here, which may save you time. As always, however, if you need medical advice or need advice quickly please do phone us.

(Please note that if you do use our website all queries may take up to 2 working days for a response.)

We try to ensure that our Practice is able to continue offering you the best care as we always have done supported by your co-operation, understanding and encouragement. We do our utmost to ensure efficiency is paramount for both us and for you.

To check it out please visit: <https://newwokinghamroadsurgery.nhs.uk/>



As well as using our interactive website to communicate with the surgery you can also register online at Patient Access to be able to book appointments, order repeat prescriptions, see immunisation history and more.

A lot of our patients have already taken advantage of this facility which allows them to access their medical records online. The functionality of this is being increased and patients are able to access information from their medical record.

To be able to use this system you will need a computer, tablet or smartphone with internet access.

If you haven't registered yet, what are you waiting for? Register for online services via the website and then please bring your ID to the surgery *within 2 weeks* for your registration to be completed.

As well as going on the Patient Access website you can request to have an account made through our website by clicking on the 'Administration Office' and going on 'Register for Online Services.'





As previously mentioned, our reception team work extremely hard to ensure our patients receive the best quality service in a timely and safe manner. Mornings are our busiest period, particularly when our phone lines open at 8am.

We would therefore like to request your help. If you have any non-urgent queries that you need to talk to our reception team about, whenever possible could you please wait until **8.30am** to phone us or come into Reception.



This will allow our team to deal with and book all the incoming urgent on the day appointments safely and efficiently. By 8.30am the rush to book on the day appointments is usually coming to an end. Therefore, our Reception team will be able to handle any non-urgent queries effectively and in a timely manner.



The practice is coping with ever-increasing demands but patients are still seen. However, unfortunately there are some patients who behave in a threatening and abusive manner towards our reception staff and this is totally unacceptable.

Please be aware that we operate a Zero Tolerance of Abuse which is applied when necessary.



EXTENDED HOURS

From October 1st 2018 the Government put in place the 7-day working scheme. Patients are now able to see a GP between 8am-8pm 7 days a week. We have consequently had to change our extended hours that we used to have at the surgery. We are now open ONE evening a week and approximately ONE Saturday every 6 weeks.

We have teamed up with other local surgeries to ensure that patients can be seen between 8am – 8pm 7 days a week.

If you would like to know more about this, please ask at reception.

TELEPHONE CALL SLOTS

Telephone calls are an alternative way to speak to your GP for medical advice. We have a number of pre-bookable and book on the day appointments. Patients often forget to phone back on the day of their appointment to confirm the telephone number they wished the GP to call them back on.

Last year, therefore, we changed the booking process



where patients phone at 11am to book their 'book on the day' appointment or confirm their telephone number if they have booked in advance.

Each GP that holds telephone calls at lunchtime only has a limited amount of space available. As with our face to face appointments these will be booked on a first come first served basis. **Please may we remind you that you must call us at 11am to confirm you are by your phone and available to speak to the GP.**

PRESCRIPTION QUERIES

Prescriptions are processed every morning and given to the doctors for signing. You can request repeat prescriptions via Patient Access, our website, via surgeryreception@nhs.net email and via prescription forms at reception. Patients are also able to call if they have a query (but not request) about their medication.

If your query does **not** need the GP, you may be passed through to the prescription clerk to help you. **Please can we ask that you call before 12pm.** Prescription queries that are not urgent will be dealt with the following day or for when there is someone free to help. If the prescription clerk cannot help you, your query will be passed to the GP.



Please also remember that repeat prescriptions take at least 48 hours to be processed. If you need other medical advice, remember to contact your local pharmacists who are experts in medicine.



TRAVEL CLINIC

We have had to reduce our travel vaccination clinic to one afternoon a week (Tuesdays). Please ensure that we receive completed travel forms at least 2 months before you travel. If this is not possible, please contact a local Pharmacy who may hold travel clinics. For further travel advice, please go to our website or go to: *masta-travel-health.com*

CHARITY UPDATE

As most of you are aware, we have two charities that we, alongside our PPG, raise money for – My Cancer My Choices and DASH Charity.

You have helped raise an amazing £1500 for My Cancer My Choices over the last 2 years and £450 for DASH Charity. We thank you all for your continued support with the donations of second-hand

books, sales of our handmade cards, and regular PPG walks.



TIPS CLOSURE DATES

The surgery will be closed from 12pm-5pm on the following dates for Staff Training.

- Thursday 28th March '19
- Wednesday 15 May '19
- Wednesday 10 July '19
- Thursday 24 Oct '19
- Thursday 28 Nov '19
- Wednesday 29 Jan '20
- Wednesday 25 March '20

STOP SMOKING

No Smoking Day is an annual health awareness day in the UK which is intended to help smokers who want to quit smoking. The first 'No Smoking Day' was on Ash Wednesday in 1984, and it now takes place on the second Wednesday in March.

If you wish to stop smoking please ask to book an appointment with Sheila – Our Stop Smoking Advisor.

WHAT IS THE PATIENT PARTICIPATION GROUP?

The purpose of the PPG is to ensure that patients and carers are involved in decisions about the range, shape and quality of services provided by the practice. We are a group of active volunteer patients that work in partnership with the practice staff and GPs, and we feel this is essential to achieve high quality and responsive care. Our group was formed in January 2010 and meets, together with a member of the practice, at regular intervals.

We work in partnership with the practice to:

- Provide the patients' perspective to ensure that services, plans and activities respond to their needs and priorities – a 'critical friend'.
- Foster communication with the wider patient population and building stronger Patient / Doctor relationships.
- Provide practical support to practice teams e.g. conducting and analysing patient surveys, attending flu clinics and organising health awareness events etc.
- Help other patients take more responsibility for their health and make informed decisions

Please contact me if there is anything you would like us to discuss, or feel we should be aware of.

Andy Wells-King 01252 874298

Chair of Patient Participation Group



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From all of us at NWR Surgery ☺