

# Glendale Surgery Newsletter 2017

Blowing our own trumpet



## DR BROMLY—Fellowship of the RCGP

We are pleased to inform you that Dr Bromly is to be made a Fellow of the Royal College of General Practitioners (RCGP).

The RCGP is the professional body for GPs in the UK. A doctor can only be a GP if he or she passes the membership exams of the RCGP. Fellowship is a higher qualification that is only awarded to GPs who have demonstrated a higher level still of ability and experience but have also made a significant contribution either to the health and welfare of their community, or to the Science or practice of medicine.

It is a great achievement for Dr Bromly that she has been judged to have reached that high standard.

## NHS England Patient Questionnaire 2017

For those of you who missed the Berwick Advertiser and Northumberland Gazette article, we are proud to say that the practice was ranked 7th best practice in the North East of England in the recent country wide patient questionnaire and 58th out of the whole of England.

100% of patients who completed the questionnaire described their overall experience of the surgery as Good. You can see a copy of the results for all Northumberland practices and the rest of England on the NHS website: <https://gp-patient.co.uk>

We are extremely proud of this result and thank everyone who completed the questionnaire.

## STAFF AWARDS Congratulations Hazel



We are pleased to announce that our receptionist Hazel Cowens has successfully completed the Dispensing Assistant's Course (NVQ Level 2). This is an intensive course with many modules to cover to assess competency and safety for working in the practice dispensary. Once awarded, staff can then work unsupervised in the dispensary although the doctors still check the medication dispensed before being bagged up and given out.

Well done Hazel who has been promoted to the post of Receptionist/Dispenser.

## Flu vaccination—Open Clinic trial Saturday 7th October 9am—1pm

The first ever open session was run as a trial for those who work or who find it difficult to get in during the week. However, it was slightly disappointing as we had 2 nurses on duty but only 55 patients attended on the day.

Next year we will run at least one late evening session with the practice nurse to see if that's more beneficial for patients.

**IF YOU HAVEN'T HAD YOUR VACCINATION YET, PLEASE MAKE AN APPOINTMENT.**

# Services

## ORDERING YOUR REPEAT MEDICATION

### Change of service from January 2018

From January next year, requests for repeat medication via telephone will only be taken between 8.30am and 1pm. This is because the reception team who issue the repeat prescriptions go off duty at 1pm and are replaced by the secretary who carries out the administration duties in the afternoon and she doesn't always have the time to issue prescriptions and dispense repeat medication.

You can still drop your prescription off in the box on the reception desk after 1pm but it won't be processed until the following day, which is what happens now. Remember, you can order your repeat medication up to 10 days in advance to ensure that you don't run out.

Better still, if you have internet access, why don't you sign up for online access to your records and you can order your medication at any time of the day or night. It's completely safe and only you can access your records by a secure login and password which you change after you first log onto the system—as long as you don't tell anyone!

## NEW TELEPHONE SYSTEM

We will shortly be installing a new telephone system so that we are up to date with new technology and data recording requirements and for the new extended hours service (see below).

Patients shouldn't notice any change in service as we will continue to answer calls directly in person rather than an automated service so there won't be any dial 1 for this, dial 2 for that—promise! We may have a few teething problems though, so please bear with us.

## NEW EXTENDED HOURS SERVICE 6.30PM—8PM

David Cameron's pledge to force GP surgeries to stay open seven days a week is impossible for every practice to deliver, especially practices in rural areas. We have looked at this with our colleagues in North Northumberland and some of the local GP practices have joined forces to offer extended and flexible access to GP services between the hours of 6.30pm – 8pm every weekday and from 8am – 1pm on Saturdays. In Glendale, there will also be a healthcare assistant or practice nurse on duty giving those patients who work the opportunity of a late appointment for blood tests, well man/woman, cervical smears and chronic disease management, ie Asthma, Diabetes, COPD, Hypertension (blood pressure) and Heart Disease clinics.

For now, the practices offering the service are only seeing their own patients until all the necessary telephony and computer equipment is in place and running smoothly. This is required so that the doctor on duty is able to access the patient's medical record which will be via a secure login and password. The consultation details will be entered into the record which will then be available to the patient's own GP the following day.

When the system is fully up and running, Glendale patients will be able to access GP services as follows:

- Monday 6.30pm—8pm Well Close Medical Group, Berwick
- Tuesday 6.30pm—8pm Belford Surgery, Belford
- Wednesday 6.30pm—8pm Well Close Medical Group, Berwick
- Thursday 6.30pm—8pm Glendale Surgery, Wooler
- Friday 6.30pm—8pm Alnwick Medical Group, Alnwick
- Saturday 8.00am—12noon Well Close Medical Group, Berwick.

Further information will be made available regarding when the service will start and how to access it as soon as plans are finalised and systems in place.

NHS 111 will still be available during these times and at any other time of the day or night for advice.

# Information

## AGE UK NORTHUMBERLAND

### Exercise and Health Improvement Courses in Wooler

A new service provided by Age UK Northumberland and funded by Dunhill Medical group offers a personally tailored programme of exercise and health improvement information to help older people living with a long term health condition such as Diabetes, Arthritis, Chronic Obstructive Pulmonary Disease, Heart Disease and High Blood Pressure.

They support people through providing physical activity sessions to help to improve muscle strength, endurance, balance, flexibility; and ultimately help manage the health condition. The course will help people who are inactive and have a long term condition that is impacting upon their enjoyment of life.

They have recently completed an 8 week course in Wooler. Anne, the project manager said “*everyone attending the 8 week course has made incredible improvements in their overall fitness and wellbeing*”. Janet, a patient who has completed the weekly sessions said “*the course has made a big difference to my mobility*”.

Would you or someone you know benefit from attending the course? If you are interested in the programme and would like more information, please contact:

Anne Robinson, Health and Wellbeing Manager

Telephone: 01670 784837 Email: [anne.robinson@ageuk-northumberland.org.uk](mailto:anne.robinson@ageuk-northumberland.org.uk)

## PLEASE DON'T WASTE MEDICINES



The NHS spends around £16 billion per year on drugs, of which around £9 billion is from GP prescribing.

It is estimated that around **£300 million** per year is spent on drugs which are wasted within the NHS. This is a huge amount of money to waste when it could be better spent on much needed new doctors and nurses, on more operations and new medical equipment.

We all need to try and do our bit to reduce this waste and keep costs down. Did you know that, once a drug is given to you, it can't be put back on the shelf and has to be destroyed even if you haven't opened it. You can help by:

- ◆ Only order the medication that you need.
- ◆ If you stop taking your medication, for whatever reason, don't keep ordering it just to keep the doctor happy. Let us know.
- ◆ If you have an elderly relative, check their medication cabinet to make sure they're taking their medication properly and not stockpiling it. From experience, it can be a bit of an eye opener when 3000 Paracetamol fall out of the cupboard!

## CHRISTMAS AND NEW YEAR OPENING



Saturday 23rd December	CLOSED
Sunday 25th December	CLOSED
Monday 25th December	CLOSED
Tuesday 26th December	CLOSED
Wednesday 27th December	08.30—6pm
Thursday 28th December	08.30—6pm + Late night 6.30pm—8pm
Friday 29th December	08.30—6pm
Saturday 30th December	CLOSED
Sunday 31st December	CLOSED
Monday 1st January	CLOSED

Please remember to order your medication in plenty of time (by the 15th December at the latest) and we wish you all a very happy Christmas, good health and happiness in 2018. If you do overdo the festivities when we're closed, dial NHS 111 for advice!

## Information continued

### APPOINTMENT DEMAND & GETTING THE RIGHT SERVICE PILOT

Since May last year, the reception team have been asking anyone requesting an appointment with a doctor if they mind saying very briefly what the appointment is for. This was to help us with increased demand for appointments, as well as identifying those who may need a more urgent appointment and to direct others to the right part of the service if they didn't actually need a face to face consultation with the doctor. We completed the pilot in March this year and the results are as follows:

**Total doctor appointments saved 277 (9%)**

**Of those saved:**

56% received a telephone appointment  
5% were seen by the practice nurse  
3% were seen by the healthcare assistant  
1% Administration  
35% 'Other' handled by receptionists

**Of the 35% 'other' GP appointment requests:**

Request for medication	15	Signing various forms	12
Urinary infection	23 (bring sample in for testing)	Directed to A&E	9
Dental problem	3	Advised 999	1
Refer to pharmacy	5	Blood results	1
Sick notes	9	Refer to midwife	1
Re hospital appointments	5	NHS 111	1
		Unknown (not recorded)	11

The results confirm that doctor appointments can be saved by the reception team directing patients to the most suitable service so we are able to offer more appointments to those who need to be seen. The doctors also like the system in that they know why the patient is coming in and can look at previous appointments/patient history before the patient arrives. As a result, the receptionists will continue to ask patients to very briefly say what the problem is and, of course, you still have the option not to say if you'd rather not.

### TEACHING & EDUCATION

#### Medical Students

We are involved in a range of teaching activities to help nurture the next generation of GPs. At the most basic level, we occasionally host a student interested in applying for medical training. Once or twice a year we also host medical students, usually those who are close to qualifying as doctors. We will try to ensure you know in advance if there might be a student present when you are seen. We will always have ensured they fully understand our rules of confidentiality and that they adhere to them.

While we (and the students) are grateful for all the times you do enable them to learn from consultations with you, it is worth saying again that you will always be able to see us without students being present if you prefer.

#### GP Registrars

We normally also have a GP registrar - a doctor training to be a GP, usually one that is in his or her final year of training. They generally come to us for 6 months at a time, arriving in February and August. The national shortage of those willing to become GPs is affecting our local training programme so we weren't allocated a registrar in August and have just learned that we won't have one in February either.

This means we have fewer appointments to offer so we have been reviewing our timetabling to try and compensate. We cannot promise always to provide enough appointments as demand sometimes outstrips what is humanly possible, but our aim is to continue to be as accessible as before. People who need to be seen urgently will always be seen on the day.