

Sett Valley Medical Centre Newsletter Issue 4 – October 2014

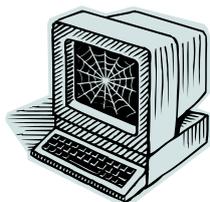


Goodbye to Dr Williams who retired from the practice on the 5th September 2014 and we wish him well in his much deserved retirement. The Patient Participation Group held two farewell parties for patients to say their goodbyes. One was at the Royal Hotel and a drawing of Hayfield surgery was presented to him by Nick Craig and the other was held at the New Mills Volunteer Centre and a cycling voucher was presented by Fred Salmon. Thank you to all who donated to Dr Williams.

Welcome to Jan McMillan who has joined the nursing team as a Practice Nurse, you may know Jan as she worked for the New Mills District Team doing home visits.



The Macmillan Coffee Morning at the Old Bank Surgery and Sett Valley Medical Centre raised £360.14 The Patient Participation Group ran the event, thanks to everybody who donated and those who baked cakes and brought biscuits in. (We couldn't have made it a great success without your help)



The website designer has updated the site and it is receiving 54,131 Hits.

Sett Valley is in the process of decorating with minimal disruption to the patients and general running of the practice.

The surgery now has a virtual ward, with a red phone for patients over 75 to ring (emergency) and have also had a letter informing them they have a named GP who will have overall responsibility for the care and support that their surgery provides to them.

We have written to inform you that you are part of a new service which monitors your care more closely.

Your health and care needs will be reviewed as often as necessary and at least every three months by a member of the Team involved in your care. The Team comprises: your GP; our community matrons; district nurses; other health professionals and the Admin Team (see bottom of letter for details).

"Dr Usual GP Surname" will have overall responsibility for your care. **This does not prevent you from seeing any GP in the practice.**

If you need to contact us at the surgery you need to use the usual telephone number 01663 743483 but in an **emergency** if you need to speak to someone urgently you may use the mobile phone number, and your call will be returned as soon as possible on the same day.

We believe that personal care planning could help improve your health and wellbeing as well as reduce the risk of emergency hospital admissions.

With your agreement, your personal care plan will include information such as:-

- Your NHS number
- Details of your named GP
- Details of any member of the Team who are involved in your care.
- Confirmation that you have agreed to sharing your care plan with relevant health and care professionals
- Details of your medical problems and your medication
- Further information relevant to your personal care plan

Information will only be shared with other services (such as hospitals, emergency services and if you have one, your social care team) when it is absolutely necessary in order to co-ordinate your care.

Please do not hesitate to contact us if you have any questions about this new service.

The Sett Valley Medical Centre Care Team consists of:-

- Your named GP
- Claire Gilham/Tracey Hunt (Community Matrons)
- Fiona Roscoe (Community Matron for local nursing homes)
- Janice Beaman; Corrine Dale; Shirley Fisher & Shirley Rider (Admin Team - Care Co-ordinators)

We will be contacting you again with the details of your personal care plan. If you decide that you would prefer not to receive this service, please let us know by contacting a member of the Admin Team at the surgery.

The Sett Valley Patient Participation Group was present at the flu clinics. They initiated a patient flu survey as to how patients were informed of dates and times of flu clinics i.e., by a member of staff, notice at the surgery, pharmacy advice, newspaper advert, prescription or via website. If you have any other ideas about how you would like to be told of our future flu clinics please email nicola.fryers@nhs.net or settvalley.ppg@nhs.net.

Thank you to everyone who attended the flu clinic from the end of September to date we have vaccinated 1740 patients this includes a cross section of ages from 2 yr. olds to our very senior patients. Vaccinations are still available.

All patients can now have limited online access to request repeat medication and book appointments online. Patients will also be able to view their allergies and immunisations. Should any patient wish to use this facility please contact the practice for further details i.e.:

user codes etc. Patients will be given a sheet with all the information to enable them to register.

The Greater Manchester Healthier Together Programme has now closed and responses are being collated.

The surgery would just like to thank you for your patience and understanding during the period of doctors leaving and retiring and arrival of the new staff who are Dr Emma Ward and Dr Mounna Gor, now both working three days per week.

The Surgery has listened to your feedback following a recent patient survey in relation to our present appointment system. We have taken on board your comments and as from 1st December 2014 there will be on the day appointments for GPs only and Nurse Practitioners

From the Patients' Suggestion Box -

- Patients would be helped by improvements to the way appointments are made at Hayfield. At present appointments can only be made 2 hours in advance and very often they are quickly taken. The surgery reply – Appointments are pre bookable and there are 48 hours appointments which are released from 8 am each morning, there are emergency appointments which are filled by the nurse practitioners as needed. There are also nurse practitioner appointments available daily.

– GP's to cover Hayfield surgeries hardly ever open. The surgery reply - we have tried to provide locum cover which has sometimes been unavailable.

- comfortable seats at Sett Valley. The current benches have a ridge that digs into the upper back and is very uncomfortable – Surgery reply we will get a fitter to inform us of a solution .

Compliment - yes a compliment !

“Just wanted to say Thank you for the service and how helpful and polite I have found staff as a temporary resident. Live in Norfolk now and really miss this as my surgery. It is very good. Please don't know how much – Belinda. Surgery reply. Thank you very much for your kind words “

Patients have been receiving post from Pharmacy 2 U to their home address asking if they would like to register with the company for NHS Electronic Prescription Service. The PPG have enquired how they got our details, which appears to be via the electoral register.

Triage and Nurse Practitioner

The surgery will be striving with the demands of the winter pressure and as mentioned at the last meeting Triage service has been slightly re designed, in so much as we are trying to direct none urgent requests for such things as medication and lab results down alternative pathways, where they can be dealt with efficiently and with good clinical governance. This utilises the clinicians doing more telephone consultations and having a fully integrated medicines management system. As a consequence of this the nurse practitioners should not be triaging calls which are for urgent medical advice or assistance, thus freeing up more time for them to do actual face to face consultations. The nurse practitioners are trained to

Masters level in prescribing and they are generally involved in a range of illnesses like the upper and lower respiratory tracts, abdomen, chest infections, tonsillitis, ear infections, urine infections, and abdominal pain. They are trained to deal with cuts, abrasions and musculoskeletal injuries. In addition to this the individual nurse practitioners have other areas of expertise which they perform within the practice.

Appointments

We currently have an appointment system that has eight different types of appointment available each day and this is confusing for the staff, let alone the patients, and is creating much frustration for everyone. We are therefore going to pilot in December, changing this system to a much simplified system of “on the day “ and “forward “ booking appointments mixed with some triage availability. This should free up more appointments and enable the nurse practitioner and GP services to run much more fluently, as well as providing a simpler more coherent service for our patients.



Practice Manager's Report

Dawn Thompson and Denise Barratt will be covering some Nurse practitioner sessions in the coming months.

Surgery closed for training sessions on Wednesday afternoons (19th November and 21st January)

Christmas Eve closing at 6pm

New Year's Eve closing at 6pm

Extended Hours surgeries will move to Tuesdays for Christmas period ONLY (23rd and 30th December instead of Wednesdays)

Complaints

YE March 2013 = 9 written complaints. These were made up as follows:

Communication ? Attitude =2

Practice /Surgery Management =1

General Practice Admin = 5

Clinical =1

YE March 2014 = 8 Written complaints

YE March 2015 =4 written complaints to date (6 months)

Hayfield Surgery

Aiming to minimise closures generally. GP and nurse cover will continue on Tuesdays and Fridays Dr Gor and Vicky Ashenden currently covering HF surgery in place of Dr Williams and Louise Knowles

We will be handing out in December (also available on the website) a patient survey for you to give us your views. Please participate.