

THE SEASIDE MEDICAL CENTRE NEWSLETTER



Issue 20: Spring 2018

PRACTICE NEWS

DR SHEPHERD IS RETIRING

We regret to inform our patients that Dr Shepherd has made the decision to retire from general practice on 16th March 2018. It hasn't been an easy decision for her as she has spent most of her 30 year career as a GP working with the team at Seaside. Dr Shepherd now has two lovely grandchildren whom she really would like to spend more time with and help support her daughter who is a GP in training herself.

As you are aware, recruitment is a difficult problem for general practice across the country. We have been looking for a replacement but to date we cannot say who the replacement will be. We have been fortunate to have Shirley Colvin join Jane Strong as a second Advanced Care Practitioner. Being highly skilled they are able to prescribe medication and refer patients to outside services.

The practice reception team will help you to access a doctor or nurse in the usual way however the clinical team will be busier this year due to the shortage of GPs.

Dr Shepherd would like to thank her patients for all their understanding and support over the years and the special relationships that have been made. The Seaside Medical Team wish Dr Shepherd all the best in her retirement, she will be greatly missed.

EXTENDED HOURS - TUESDAY EVENING CLINIC

To help with winter pressures Seaside Medical Centre will be offering clinics on Tuesday evenings from 6.30pm-8.00pm starting on February 6th 2018. You can book an appointment with an Advanced Practitioner on the day should you require a medically urgent appointment.

WE HAVE FREE WI-FI NOW

Free Wi-Fi is now available at Seaside Medical Centre. You will be able to look up health information, download health apps and browse the internet. Please remember to keep your device on silent while in the surgery.

ELECTRONIC PRESCRIPTIONS

The Electronic Prescription Service (EPS) has been in operation for some time and patients have commented on how much more convenient the service is. Not only is it faster but it is more reliable, secure and confidential. Instead of picking up a paper prescription, your GP will send it electronically to the pharmacy that you choose, saving time. All you need to do is let us know what pharmacy or appliance contractor you would like to use and if you wish to change your nominated pharmacy you can just let us know.

TELEPHONE CALLS

Patients need to be aware that there is a limit to the amount of phone calls that the doctor can deal with each day, this is due to the number of patients that the doctor needs to see including visits to patients homes and nursing homes. If a patient finds that the quota has been met that day, they are required to ring back the following day.

We offer a telephone triage service every morning from 8.00am-9.00am when you can ring the practice and request a call back from the Duty doctor before 9.00am.

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ARE YOU ONLINE?

With our *Patient Online Service* you can:

- ◆ **Make appointments online**
- ◆ **Order repeat prescriptions online**
- ◆ **View your medical record online, this is called Summary Access (currently this consists of your medications on repeat prescription, your allergies and adverse reactions).**

Online services will allow you to book and cancel appointments or request repeat prescriptions at a time that is convenient to you, day or night, using a computer, tablet or smart-phone.

To get registered for these services you will need to bring proof of your identity and complete a registration form at the surgery. You will then be provided with codes and details on how to access the service. You will need to set up a password to use the system; your email address must not be an email that is shared with a partner, the system will only accept one email address per person registering for online services.

There is an information leaflet available for patients regarding the Summary Access (medical records online). At the present time Summary Access will only include repeat medications, allergies and adverse reactions that you have had however it will include additional information from your medical record in the future should you wish to see it. When the Enhanced Summary Access becomes 'active', your request will be passed to your GP for authorisation, as this is not automatically enabled without a GPs consent. Only you will be given access to your record, your personal information will not be shared with anybody unless you choose to let them see it.

CARE NAVIGATION AT YOUR GP PRACTICE FROM APRIL We aren't just being noseey !

Data submitted by 56 GPs for over 5,000 consultations demonstrated 15% of the appointments were judged to have been appropriate for another practitioner, self management/pharmacy and another organisation in the practice. So it has been proven that the GP isn't always the best person for a patient to see. Patients could be seen and treated quicker by a nurse, paramedic, advanced nurse practitioner or physiotherapist for example.

NHS England are working with practices to help develop their admin and reception staff to improve efficiency and make sure patients access the right care for them. Reception staff are given training and access to a directory of information about services, in order to help them direct patients to the most appropriate source of help or advice. This may well be a service within the practice but also could be out in the community.

Patients may find the line of questions that the receptionists and admin staff may ask to be intrusive but staff at Seaside Medical Centre have been given specialist training as care navigators and possess additional skills to provide a crucial practice role in improving access to primary care. Care navigation has been introduced to ensure patients have the best care that is available to them.

Evidence shows navigation services can enhance patient and carer experience, reduce unnecessary hospital readmissions and promote living at home. **So we do ask our patients to remember when the reception team ask you what you are looking to get from your appointment, they are trying to help you access the best treatment that could potentially be available to you!**

Is it Congratulations or Commiserations?

We would actually like to congratulate and thank three members of staff who have this year been with Seaside Medical Centre for 25 years!! Carole King, Kim Collins and Jane Willard have certainly worked through many changes within Seaside Medical Centre and the NHS. We would like to applaud their staying power and hope they enjoy many more years with us!!