

## New Services

### First Contact Physiotherapist

The role of First Contact Physiotherapists (FCPs) in Primary Care is to assess patients with soft tissue, muscle and joint pain and to decide on the most appropriate management pathway. First Contact Physiotherapists are physiotherapists with expertise in the assessment and management of Musculoskeletal (MSK) conditions.

The First Contact Physiotherapist works within the Practice and patients can be booked directly in to see them without seeing a GP. Seaside Medical Centre is lucky to have a First Contact Physiotherapist on a Tuesday, Wednesday and Thursday. Our Reception Team may signpost a patient to the FCP if they feel their condition could be helped by them. A First Contact Physiotherapist is often better qualified to treat new back/joint pain and stiffness compared to a GP as it is their specialism.

### Emotional Wellbeing Service

The Emotional Wellbeing Service consists of Mental Health Support Team who provide 1:1 mental health support to patients directly within GP Surgeries. The Emotional Wellbeing team work with patients to create personalised support plans and deliver person-centred support using a range of grounding techniques, coping skills, CBT tools, goal setting and signposting.

The Mental Health Foundation defines emotional wellbeing as a ‘positive sense of wellbeing which enables an individual to be able to function in society and meet the demands of everyday life; people in good mental health have the ability to recover effectively from illness, change or misfortune.

Patients can be referred to the service by a GP or ACP

## **One Stop Clinics**

Seaside Medical Centre's aim was to remodel the annual review programme to manage chronic disease in a better way. The vision was to do this by introducing one appointment for each patient to deal with multiple diseases and conditions. Previously patients with multiple conditions were expected to attend a separate appointment for each condition.

The 'One Stop' appointment is an annual review undertaken in the month of birth to review all long term conditions with a nurse. Patients will then receive a phone call or text from various clinicians involved in their care advising of any recommended change to current treatment. These appointments are extremely important for us to monitor and keep patients in optimum health.

## **Managing your Health Online**

We have an online email platform called 'Engage Consult' found on our website. There are many things you can use this for:

- Request help about a non-emergency medical problem
- Order repeat prescriptions
- Request a sick note
- Ask about test results
- Contact us about an administrative request

Engage Consult is accessible from the home page on our website.

<https://www.seasidemedicalcentre.co.uk>

## **Walk-in and Wait Clinics**

Seaside Medical Centre has piloted a 'Walk-in and Wait' service on designated days. The service is designed to enable greater patient access to primary care services. Patients are given a one hour time frame to wait and be seen during that time i.e. arrive at 9.00am to be seen between 9.00am and 10.00am.

The clinic is designed for acute problems only, those which have occurred within a few days. It is not suitable for patients to discuss ongoing illnesses or conditions and is strictly for one condition only. The reception team can offer guidance to patients when they ring as to whether the service is suitable for their condition.

## Patient Online Services

NHS England want to offer patients better ways to see their personal health information online. We know at Seaside Medical Centre our patients will find it useful to see their results faster without phoning the Practice, plus have the ability to read and review their medical information.

If you are over 16 and have an online account, such as on the NHS App or another online primary care service such as Patient Access, you will be able to see all future (prospective) health records from your GP Practice on application. This means that you will be able to see notes from your appointments, as well as test results, medication and any letters that are saved on your records. This only applies to records from your doctor (GP), not from hospitals or other specialists. You need to remember, prospective means you will only be able to see information going forward. You will not be able to see any records that have been added previously, access will only be viewable from the date access has been granted

Your doctor (GP) may talk to you to discuss your test results before you are able to see some of the information on the app. There maybe some sensitive information on your record, so you should talk to your doctor if you have any concerns.

The NHS App, website and other online services are all very secure, so no one is able to access your information except you. You will need to protect your login details and password. You may be happy to have this level of access from a personal point of view, but please consider whether you have already given access to your account to other people, maybe just so they can order your medication or book appointments for you, you may want to review this.

For many patients this will prove a valuable tool for helping to manage their healthcare. However, we do recognise that it isn't for everyone and this is why we have asked our patients to complete a form of consent to have this access given.

To access your medical record on-line please complete a form which can be found at the reception desk or on our website.

***Please remember to order your repeat prescription on-line on the NHS App or in the Practice in time for Christmas!***

## Winter Protection

Seaside Medical Centre are offering all patients over 65 years of age and those who are clinically vulnerable a free flu vaccination to ensure that they remain well during the winter season. Patients over 65 should be immunised to help them against pneumococcal infection which can cause pneumonia, septicaemia and meningitis. Please phone the Practice to make an appointment if you feel this applies to you or for further advice.

## Goodbye and Welcome

Seaside Medical Centre said a sad goodbye to Shirley Colvin who had been with the practice for 8 years as an Advanced Care Practitioner, Diabetic Lead and Women's Health Practitioner. We wish Shirley well in her retirement after a wonderful career in the NHS..

We are pleased to welcome Adelle Martin, Advanced Clinical Practitioner. Adelle brings expertise in Women's Health, Contraception and Mental Health. Patients are able to book in for face to face appointments with Adelle through our Reception and Care Navigating team. We are also pleased to welcome Dr Gillian Warren GP who will work on a Tuesday and Wednesday at the practice and lead on Palliative Care.

We are delighted to offer the opportunity for development from Reception to the Clinical Team for Charys our new HCA who will be training and working alongside our fantastic nursing team.

We are pleased to announce the promotion of Olivia Mellor as Team Leader and Claire Matthews as Assistant Practice Manager. Both Olivia and Claire bring a wealth of experience and knowledge with Claire recently achieving a distinction in ILM Leadership to strengthen the leadership team.

## Christmas Opening Times

Friday 22 December 2023 - Normal Opening Hours

**Monday 25 December 2023 - Closed**

**Tuesday 26 December 2023 - Closed**

Wednesday 27th December 2023 - Normal Opening Hours

Thursday 28th December 2023 - Normal Opening Hours

Friday 29th December 2023 - Normal Opening Hours

**Monday 1st January 2024 - Closed**

Tuesday 2nd January 2024 - Normal Opening Hours