

# THE ELMS MEDICAL PRACTICE NEWSLETTER



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## DUTY CLINICIAN TRIAGE

**\*\*\*\*\*PILOT STARTING THE WEEK COMMENCING THE 11<sup>TH</sup> July 2016\*\*\*\*\***

The growing emphasis on enhancing patient access to their practice has encouraged us to look into re-evaluating the way we book our appointments. At The Elms we are very fortunate to have a highly skilled nursing team with various specialities. Together with the GPs and the nursing team we have created a hybrid system where our patients will be signposted appropriately to the right clinician for their problems. This has led to developing the role of the Duty Clinician which is a team consisting of Duty Doctor, Nurse Practitioner and Nurse Prescribers who will call back our patients who feel that they need to speak with a clinician urgently on the day and deal with their issues in the most appropriate way.

### THE NEW SYSTEM CAN BE EXPLAINED WITH THE FOLLOWING PROCESS;

1. Patients will call the practice and speak with the reception as usual to book an appointment. (Please remember that we can pre-book appointments 2 weeks in advance for GPs and 4 weeks in advance for nurses; for non-urgent health issues).
2. The receptionist will ask the patient their name, date of birth and a brief description of their health problem.
3. Using the signposting criteria developed by our clinicians the receptionist will offer the most appropriate appointment available. This could be with the Duty Clinician, Nurse Practitioner, Prescriber or GP. They may even advise you to see the Pharmacy First or Physio First service.
4. If you are booked with the Duty Clinician, they will call you back as soon as they can, depending on their current workload. Unfortunately due to the unpredictability of the Duty Clinician's day we are unable to give you a specific time for the call back. It is imperative that you give the receptionist your current contact details.
5. When the Duty Clinician calls you back the patients are able to talk to them about their health problem in the same way they would if they were in the practice attending an appointment in person.
6. If the Duty Clinician thinks that the patient needs to come into the surgery to be seen (either the same day or in the next few days) they will book you in a suitable time with the clinician themselves.

### KEY POINTS TO REMEMBER

- If the patient wants to speak to a clinician urgently (i.e. if it is an emergency situation) then they must let the receptionist know who will inform the Duty Clinician.
- If either the clinician or the patients need to see the clinician then a face to face appointment can be booked. We are not trying to stop patients seeing their GPs.
- If the patients want the Duty Clinician to call them back at a specific time due to work commitments etc. then please let the receptionist know of this.
- Patients are still able to book face to face appointments and telephone appointments with the GPs in advance.
- Patients do not necessarily need to ring first thing in the morning as the appointments are available throughout the day and the Duty Clinician will prioritise the calls.

### WE ARE HOPING THAT WITH THESE CHANGES, WE CAN;

- Manage the clinical case load more effectively and efficiently
- Improve utilisation of our nursing team and other health care professionals in primary care
- Reduce DNA's
- Free up GP's time to enable them to proactively provide preventative primary care, improve long term management of chronic disease and promote self-care and empower patients; rather than firefighting on the day!

#### BENEFITS FOR THE PATIENTS

**Don't have to be first through on the phones to book an appointment**

**Have contact with a Clinician sooner**

**See their GP sooner when appropriate**

**Get more time with their GP when they need due to reduced pressure on appointments**

#### BENEFITS FOR THE DOCTORS

**Improved patient care and communication**

**More efficient use of time and NHS resources**

**Increased professional satisfaction through enhanced patient care and more effective workload management**

# THE ELMS MEDICAL PRACTICE

## Is actively seeking new members to join our Patient Participation Group

The PPG groups were set up to enable patients to become involved in the running of their practice and exchange views. Our PPG group meets four times a year and our next meetings are scheduled for;

**MONDAY 12<sup>TH</sup> SEPTEMBER 2016 @ 4.00PM**  
**MONDAY 9<sup>TH</sup> JANUARY 2017 @ 4.00PM**

Our aim is to promote health and well-being whilst signposting patients to all services available. New members are needed to help us achieve our goals. Please ask at reception for a form if you would like to join our PPG group.

*We also have a PPG Committee Group who help the surgery with fundraising for our 'Equipment' and 'Event' Funds. They meet the first Thursday of every month @ 10.00am*

## Patient Online Access



### Online Pre-Bookable Appointments Nurse Practitioner & Blood Tests

You can now pre-book online appointments for our Nurse Practitioner Louise Hammond and blood tests with our Healthcare Assistant. Louise can prescribe and make referrals, she can help you in many areas instead of seeing a GP such as; women's health problems, contraceptive advice, children's illnesses, musculoskeletal problems, acute chest problems, minor illnesses, minor injuries, acne and other skin conditions.

## STAFF TRAINING DAYS

The next scheduled training days for the Practice are as follows:

**28<sup>th</sup> JULY, 24<sup>th</sup> AUGUST &  
27<sup>th</sup> SEPTEMBER 2016**

The surgery is closed on these afternoons from 12pm and will re-open at 5.00pm.

### **PATIENT DNA'S JUNE**

**In MAY there were 143 GP and Nurse Appointments that patients did not attend. BE CONSIDERATE! If you are unable to attend your appointment please contact the surgery as soon as possible so it can be given to another patient.**

# pharmacy first

## DID YOU KNOW YOU CAN SEE THE PHARMACIST FOR THE FOLLOWING AILMENTS?

### Level 1 Core Service:

Should be available at all times the pharmacy is open. Patients receive a consultation, advice and supply of medicine(s) if appropriate for the following conditions:

- Cold and Flu
- Diarrhoea and vomiting
- Fever
- Management of Head lice
- Sore Throat
- Cough
- Worms
- Acne (Mild to Moderate) (Aged 12 years and over)
- Athlete's Foot (Aged 12 years and over)
- Constipation (Aged 7 years and over)
- Eczema / Dermatitis (Mild)
- Hay Fever
- Indigestion / Dyspepsia (Aged 18 and over)
- Pain (Aged 3 months and older)
- Piles (Aged 18 years and older)
- Warts / Verrucae (Aged 5 years and older)

### Level 2 Service:

Prescription only medicines offered by a limited number of pharmacies. Patients receive a consultation, advice and a supply of medicine for the following conditions:

- Cystitis in women (Aged 18-65)
- Conjunctivitis (not for babies 3 months and under)
- Thrush in infants
- Hay Fever
- Impetigo (Aged 1 years and over)
- Vaginal Thrush (Aged 16 to 60 years)



## Learning Disability Week

**20<sup>th</sup> – 26<sup>th</sup> July 2016**

Learning Disability Week is a great way to raise the awareness of learning disability across the UK. This year Mencap are celebrating friendships and relationships. People with a learning disability can find it difficult to make friends, and still often face isolation and exclusion from everyday activities. This year we are celebrating the vital role that friendships and relationships play in people with a learning disability and helping them to be included in society.

### What is a learning disability? Our definition

A learning disability is a reduced intellectual ability and difficulty with everyday activities – for example household tasks, socialising or managing money – which affects someone for their whole life.

People with a learning disability tend to take longer to learn and may need support to develop new skills, understand complicated information and interact with other people. The level of support someone needs depends on the individual. For example, someone with a mild learning disability may only need support with things like getting a job. However, someone with a severe or profound learning disability may need fulltime care and support with every aspect of their life – they may also have physical disabilities.

People with certain specific conditions can have a learning disability too. For example, people with Down's syndrome and some people with autism have a learning disability. It's important to remember that with the right support, most people with a learning disability in the UK can lead independent lives.