



Newsletter Summer 2019

Surgery Update

It has been a very busy few months at the surgery welcoming and inducting new staff to the practice. As mentioned in the last newsletter we have been undertaking a staff redesign process. This has been both for our clinical and non-clinical teams.

We have welcomed the following people so far this year and are advertising for more:-

- Paul is our Premises and Facilities Administrator
- Claire is a new Prescription Clerk
- Mairead and Shannon are Document Management Administrators
- Bianca is our Business Intelligence Administrator
- Linda ▪ Reena ▪ Jane ▪ Lisa ▪ Helen
▪ Molly and ▪ Helen
are our Patient Service Team Members
- Dr Faye Hext and ▪ Dr Claire Murray
are our new GPs who will both be working with us on a part time basis.
- Fran is our Finance Administrator
- Graham Edmunds and ▪ Bianca Andrews
are our Clinical Pharmacists who joined us full time from 1st April.

▪ Shirley Templeton is our new Central Administration Manager

▪ Alice Copeland is returning to the surgery as a Practice Nurse

▪ Adrian and ▪ Julia have joined us as Urgent Care Practitioners and we are looking forward to welcoming Physician Associates later in the year.

As well as these staff members we have also in the last few weeks welcomed our new GP Registrars who will be with us during their GP training. Drs Odedra, Hillcoat and Parekh are looking forward to meeting our patients during their time with us.

We have also sadly said goodbye to a number of people. We said farewell to Dr O'Sullivan who has moved to another part of the country and to Dr Jalisi who after much thought has decided to stay at Burma Hills Surgery following his recent secondment. We know that both patients and staff will miss them both greatly.

Patients who were registered with these doctors have now been allocated new named doctors from the remaining partners in the practice.

Rachel our very experienced Prescription Clerk has decided to move on to a different role in a local company, she was one of our longest serving staff members with over 17 years' experience.

We have had a number of Patient Services Team members and Administrators leave the practice to take up new roles outside of general practice.

We wish all our ex-team members all the best in their new challenges.

We still have vacancies for Patient Services Team Members, Document Management Administrators, Prescription Clerk and GPs. Should you know anyone who might be interested please do let us know.

Patient Survey

When we ran our last patient survey in the summer last year we decided that we would re-run it in January but as this was the same time as the national survey we're collecting there data we thought we would hold off until now as to not duplicate information.

Our survey will be in the surgery and on the website soon. Please do complete a survey as we are keen to hear from our patients so that we can review the data and compare it to last summer. As we mentioned the national survey were collecting their data earlier in the year and they have recently published their results. We will be discussing these with our PPG at the next meeting as the figures are not all where we would like them to be.

Flu clinics

It is nearly that time of year again, I am sure it gets quicker every year. We are finalising our flu clinic dates, these days are extremely busy, we open from *8am to midday* and aim to vaccinate over 1500 patients per clinic.

Dates of clinics are below and we will be open to book a slot shortly:-

Saturday 5th October

Saturday 26th October

Saturday 16th November

New GP contract/ Primary Care Networks

Primary Care Networks have now been introduced. The Integrated Care Partnership has produced information leaflets to help patients understand these changes to the contract. These leaflets will be added to our patient information tables in our waiting areas and our website. Our Primary Care Network consists of Wokingham Medical Centre, Burma Hills Surgery, Woosehill Medical Centre and New Wokingham Road Surgery.

Push Doctor

We started our pilot last year with Push Doctor, as part of Modality Partnership we receive weekly reports regarding appointment bookings. We have so far been in the top three every week which shows that these types of appointment are becoming more and more popular. Currently patients need to speak to our Patient Services team first so they can initiate the text invitation being sent to the patient. To help improve access we are looking at how we can enable patients to make these appointments directly. The hope is that this will help to reduce the telephone waiting times. More information will be available as soon as this has been finalised.

Cancelling Appointments

We have had feedback from our PPG members and patients that they are having to wait for long periods on the telephone, we understand that our patients have busy lives and other commitments and waiting on the telephone is not acceptable. To help reduce the number of callers to the practice we have added a cancellation form on our website. These forms come into the practice to let us know the appointment needs cancelling and then we are able to offer it to other patients. We thank our PPG members both past and present for all their hard work and feedback.

Acute Care Clinic

When we introduced our sit and wait clinic about 3 years ago and it worked well. It was designed as a clinic where patients with new issues that they have had for less than two weeks could come along and wait to be seen. The clinic was ideal for infections, rashes, new aches and pains. Unfortunately over the years it became apparent that sometimes patients were booking into the clinic with more complex issues. This led to the five minute appointment taking often between 10-15 minutes which not only had a knock on effect to those other patients who are waiting but also to the GP. Some days there are over 50 patients waiting to see the doctor on duty. There was a danger that this could have potential safety issues. Patients had also fed back to us that they were often sat waiting for long periods, sometimes hours, before they were seen.

With this in mind we replaced the old sit and wait clinic with the New Acute Care Clinic in April 2019.

The clinic is run by our Acute Care Team who are made up of Advanced Nurse Practitioners, Urgent Care Practitioners and Clinical Pharmacists and a GP.

- The clinic runs both in the morning and in the afternoons.
- The clinic is for acute issues no longer than 2 weeks old and is ideal for those patients with infections rashes and new pains.
- Patients are given a half hour slot to arrive in for their appointment so that they do not need to sit and wait for too long as we know everyone has busy lives.
- The clinic runs in the morning from *8.30 to 12 midday* and afternoons from *3.00 to 5.30pm*.

As well as the Acute Care Team seeing patients the Clinical Pharmacists' offer medication query advice over the telephone as we know this is popular with patients who don't need to attend the surgery.

With the introduction of this clinic and patients being seen by the Acute Care Team, the aim is to free up GP appointments for patients with the more complicated issues.

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7 day Access/Extended Access

7 day access also known as extended access has been running for some time now and our clinics are well utilised during the week and on Saturdays. We have evening appointments at the surgery on Monday and Wednesday Evenings. Friday evening and Sunday appointments are available at the South Reading hub. For more Information and to book one of these appointments please do ask our reception team.

Commitment

This value radiates through our day-to-day care for our patients and to our team members. We work with dedication and enthusiasm to deliver the best quality care possible. To us, excellent quality means putting passion into our work and we always strive to do our very best. At the end of the day, being committed to our work means being committed to each and every one of our patients and team members.

Accountability

We all have willingness to take responsibility for our own actions. Our work means we need to be accountable for what we do and how we do it. We have a duty of care to each and every one of our patients and team members and we make sure we do this by upholding this value in everything we do.

Respect

Respect is of paramount importance in all we do. We maintain our patient's dignity at all times and support our team to do the same in their professional practice. We believe respect is mutual with our patients and team members, we treat one another with compassion and empathy.

Excellence

We strive to exceed the expectations of all of our patients by committing to deliver excellence in quality and value in every aspect of our work. We will enhance quality and outcomes for all of our patients by educating them about their health and empowering them to become partners in their own healthcare.