**Friarwood Surgery Newsletter**

Newsletter 1: August 2024

Welcome to our Practice Newsletter

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| As part of the GP contract, it is a requirement to have a Patient Participation Group (PPG). It is a group consisting of patients, carers and GP practice staff who meet on a quarterly basis to share, discuss and support the running of the practice. It usually meets at 6pm at the surgery on the first Wednesday of each quarter. |  |
| The purpose of the PPG is to ensure that Patients and carers are involved in decisions about the range, shape and quality of services provided by their GP practice and the wider NHS. This includes ensuring plans, services and activities respond to patient needs.  It does not discuss any patient’s personal health details. The practice have other procedures to address individual concerns, complaints and grievances.  The PPG is looking to attract new members to make it more representative of the practice population to better inform the meetings and contribute fresh ideas. We would welcome any new members but would be particularly interested in younger members to ensure it reflects the practice population. | |

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| ***Help us help you by keeping your details up to date****:*  Following the COVID vaccination drive we noticed many patients did not have a mobile phone registered or an incorrect telephone number in their records with us. To be able to communicate with patients quickly and efficiently we offer an SMS service to communicate various reminders, for example flu clinics, immunisation invitations and health advice. If you would like to be sent SMS reminders let the surgery know an updated mobile number when you next speak to them. |  | ***Next of Kin****:*  Do we have an emergency contact for you?  Let us know who your next of kin is so we have an up-to-date information on your records.  If you are unable to speak to the medical team due to illness or injury, the hospital or doctor may need to speak to a representative on your behalf.  If you are happy for someone to speak on your behalf, let a member of staff so we can log your consent. |

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| I am Yorkshire.  Written by Michael Wood  I’m five million people who enjoy a big brass band,  I’m the place where aliens would most likely like to land,  I’m a tyke (in the nicest way) with a welcoming ‘Howdo’,  I’m the city of York, two millennia old – and new,  I’m the soap opera Emmerdale, I’m artist David Hockney,  I’m thankfully not Eastenders, who would be a cockney?  I’m thought by Lonely Planet a top ten global venue,  I’m gnome phobic James Martin, let’s look at our menu,  I’m eggs, milk, plain flower and salt, a batter mix sensation,  Yes, I’m a Yorkshire pudding, a favourite of our nation. | A white flower with green leaves  Description automatically generated |

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| **A day in the life of a volunteer Patient Transport Service for the NHS**  My name is Graham Anderson and after retiring almost 10 years ago decided to work as a volunteer driver for the NHS.  The job involves transporting able bodied people to various hospitals, clinics, doctors’ appointments from home and back. As we use our own car, we can only take people who do not require a wheelchair or fixed walking frame, a folding frame is ok.  This alleviates the pressure on the ambulances who are more suited to transporting wheelchair or not very mobile people.  The service is mainly for people who are unable to make their own way there or those unable due to medical or the treatment required.  The appointments are made through either the hospital, doctors or calling direct, and they are given to the ambulance control centre to be planned in. On a weekly basis we send to the planning team our availability for the following week, which days, and what hours. I usually work two days and the odd extra day to help out, especially if the golf course is closed.  There is no typical day as we cover all England, so anyone based in Yorkshire that has an appointment outside the area will be transported there and back.  As I am based in Mid -Yorkshire, I usually cover the WMDC area which are the majority of the runs. I have travelled to London, Cambridge, Birmingham but regularly go to Freeman hospital in Newcastle or Manchester Royal Infirmary.  This week I have been to Todmorden, Hebden Bridge, Goole, South Elmsall and Sheffield.  The ambulance VCS service is always on the lookout for volunteer drivers. The training involves a First Aid course, a 30-minute drive with a driving instructor to see how your driving is. There is a DBS police background check and your vehicle as a yearly check over at the ambulance station.  Once all this is completed there is a buddy system whereby the new starter will spend a day with a volunteer driver to see what it entails. | | |
| *Patient suggestions which impacted practice improvements*  *You said*:  “The waiting time to speak to a receptionist is a very long time especially first thing in a morning”  *We did*:  We have installed a new phone system in July which includes a call back option for patients waiting in the call queue. The call back option will alleviate the frustrations of having to wait for long periods of time before the call is answered by a member of our Patient Service Team | |  |

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| *New Staff*  As a training practice we have a regular rotation of GP registrars. These doctors are usually with us for 6 or 12 months at a time.  A GP registrar is a qualified doctor who is furthering their training within the field of general practice, preparing for a career as a general practitioner (GP). If you are seen by a GP registrar at the practice, you are still seen by a qualified doctor, just one that has not fully completed their GP training yet.  From August 2024 we will have 3 GP registrars with us for the next 6 months.  Dr Shahirah Halim  Dr Annamaria Dwyer  Dr Ann Maria Sebastian  *Occupational Therapist*  Liane Seville has joined our primary care network (PCN) to support patients who are in permanent employment to return to work following a period of sickness |

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| Blood Pressure Checks  We have a self-service blood pressure machine in the main waiting area, which can be used during our opening hours and take no more than 5 minutes. This is a walk-in service with no appointment required. |

**A day in the life of a GP Partner at Friarwood**!



DR Linda Dale

Hello, I am a GP partner working at Friarwood for the last 14 years! A partner means that as well as seeing patients and dealing with clinical admin I am also responsible with other partners for the business side of the practice working with our wonderful management team within the guidance of our Integrated Care Board (ICB) who commission services within our area. Another role I have is as a GP trainer in the heart of Yorkshire training scheme and a year 3 Leeds medical student tutor for practice placements. I work 6 sessions (3 days) at the practice. Out of work I am a busy wife, daughter, and a mum of 2 children. I enjoy spending time with my family, catching up with friends, reading, exercise and the odd craft project when time allows!

I arrive at work by 7.30 am and log onto the system and action blood results and check task list for any jobs allocated to myself (for example following up patients, looking at ECGs and medication requested). On a routine day I see my first patient of the day at 8.20 am continuing with a surgery of 15 patient slots with each appointment at 10 minutes. Appointments are a mixture of book on the day slots via the telephone lines, slots for appointments generated through PATCHS and some complex results. In this time, I may also be supervising on of the GP trainees, a medical student or a pharmacist.

I then aim for a quick coffee break at 11.30 am with colleagues for team building/ support when able. From 11.45 am I attend home visits as required to our housebound population. During the period between morning and afternoon surgery I also attend meetings (such as practice meetings, medicine managements, palliative care, significant events, safeguarding and education meetings) which are important to ensure we deliver good quality care Some days I also have tutorials which the GP trainees for learning and assessment. There is also more admin to complete which includes any outstanding jobs from the morning surgery, reviewing the next batch of blood results, completing prescription requests, reading and actioning hospital correspondence, completing forms and ringing unscheduled patients (for example with urgent results which can’t wait, specific clinical follow up needed), Oh… I fit in a packed lunch from home at some point too… unless I have already eaten it in the morning due to the early start!!

Afternoon surgery starts at 2.30 pm with a further surgery of 15 patient slots and a supervising role as required. During a session I see a huge diversity of patient needs, from self-limiting viral illness to mental health, to complex heart disease management, to patients with cancer and many more… you name it, as a GP we see it! This brings great variety to the job but also challenges. Before finishing my day at 6.30 pm, I review outstanding admin and blood results.

It is a massive privilege to be a GP to the patients of Friarwood and to support people to manage their health needs at times when they may be struggling, it is a responsibility I do not take lightly. It is all our desire at the practice to deliver this in a safe, effective, and timely manner to those that need it. As you can see, every day is very busy with no two days the same. With lots of services to deliver to our 13,500 patients, all with their own individual needs, there is a limit to the capacity we have within the practice with the resources available to us. Hopefully as we go through this series of the day on the life of… you will know how all the roles are important to ensure we get the right care to the right patients at the right time.

Thank you

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| *Did You Know?*...  **Flu season** is just round the corner. We will be offering appointments from September. Did you know the surgery purchase the flu vaccines for those patients that are eligible?  Please support us and book your appointment with the practice.  The **autumn covid boosters** will be due from September.  Once the criteria is available patients will be contacted to book an appointment.  A new vaccine (**RSV**) is available from September 1st 2024 for adults 75 to 79 years and pregnant women who have reached 28 weeks.  RSV – Respiratory syncytial virus is the most common virus that causes coughs and colds in winter.  Adults turning 75 years old on or after 1st September and pregnant women who have reached 28 weeks from September 1st 2024 will be offered the vaccine. Once stock is available eligible patients will be contacted.  **Shingles Vaccines** are still available. If you have reached your 65th birthday but not your 66th, you are eligible for a vaccine. If you have reached your 70th birthday and not your 80th birthday you are eligible for a vaccine.  Call the reception team to book your appointment or check if you are eligible. |

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| *Patient Confidentiality*  Everyone 16 years or over needs to contact the surgery for their own results and medical information. Due to patient confidentiality we cannot give information about any patients 16 years or over to anyone else, without prior permission |

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| **We’re working Hard to keep you well**  **The practice statistics for the month of June 2024** | |
| Total number of calls answered in the month of June | 14744 |
| Total number of calls abandoned in the month of June | 2184 |
| Total number of eConsult requests (Patchs) received in the month of June | 3087 |
| Total number of face-to-face consultations in the month of June | 1172 |
| Total number of telephone consultations in the month of June | 1342 |
| Total number of prescriptions issued in the month of June | 4463 |
| Total number of referrals made in the month of June | 400 |
| Total number clinic letters received in the month of June | 4580 |
| Total number of appointments not attended (DNA) | 494 |
| Total number of patients registered with | 13347 |

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| Do you use the NHS app?  Would you like to?  Would you like help to sign up to use PATCHS?  We are holding help sessions in the surgery on the 2nd Wednesday of the month 2pm to 3pm |

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| Pharmacy First  The Pharmacy First Scheme is available at most local pharmacies, you do not need an appointment to access this service.  They will help you with seven common conditions, including:   * Sinusitis * Sore throat * Earache * Infected insect bites * Impetigo * Shingles * Urinary tract Infections (in women) |