

PRACTICE PRESS

Introducing Nurse Practitioners

Who are we?

Nurse Practitioners are experienced nurses who have specialised in a particular field, or who have taken on extended roles not traditionally performed by nurses. Nurse practitioners can see and assess patients, offer a diagnosis and provide treatment independently without a doctor.

Here at Central Surgery, we have 3 nurse practitioners:

Dawn Butler has an extensive background in general practice with over 20 years of experience. She joined the practice last year and is helping to restructure some of the processes within the surgery, allowing more efficient use of appointments.

Emma Tomlinson has a background of A&E experience of more than 10 years. She has worked as a specialist nurse with DVT and anticoagulation. She has also worked in walk in centres and is the newest member of our team, joining the practice in May.

Linda Norris has been with the practice for many years as one of our highly skilled and experienced practice nurses. She has completed the Nurse Practitioner course and is about to undertake the Nurse Independent Prescribing course.

What can we do for patients?

As nurse practitioners, we can see and treat a variety of illnesses both acute and chronic. These include; coughs and colds, diarrhoea and vomiting, infections of throat, chest, ears, skin etc. shingles, chicken pox and other childhood viral infections. We can also provide advice on contraception, smoking cessation and lifestyle choices. We can carry out medication reviews and discuss results of tests with patients under investigations. We can assess patients presenting with abdominal pain, chest pain or musculoskeletal pain of the limbs or back. Providing advice and support for patients is integral to what we do.

Any patient wanting advice or reassurance can see a nurse practitioner.

Nurse practitioners can provide prescriptions for patients and can request investigations. We can refer to a speciality and will liaise with the patient's named GP if any further management is required.

What if we can't help?

If we assess a patient that is beyond our scope of expertise or experience, we can refer on to one of the GP's who support our daily work.

News and Notices

The surgery had a CQC inspection on Wednesday 18th February 2015 we received a "Good" rating, we will continue to try and improve our service going forward.

Dr Littleford patient's have been transferred to Dr Gone, he previously worked at Trent View Surgery in Scunthorpe. Dr Gone joining us is seen as a great success for the practice because recruiting doctors in North Lincolnshire is difficult at present.

We are delighted in having our INR (Warfarin) service contract renewed this year, we still continue to be the only practice in North Lincolnshire CCG able to provide finger prick testing with immediate Warfarin dose advice.

Lindsey Lewis has joined the nursing team to strengthen our diabetes service which now cares for over a thousand patients. Lindsey is highly qualified and has a considerable amount of experience in insulin management.

Danielle Wharton has taken over as Practice Manager having completed a Diploma in Primary Health Care management. It is our hope that in the ever changing NHS we can continue to expand ourselves with a forward thinking and dynamic team. In the pressures that are surrounding Primary Care, Central Surgery is proud of it's achievements which include the efficiency of our Health Check system, our chronic disease management and our appointment system which allows patients to be guaranteed to be seen on the day if required rather than having to access a walk in centre, which is often the case in more central areas. It is our aim to continue improving the service and to be a surgery that the town is proud of.

Friends and Family Results

Since December 2014 we have been collecting information from our Friends and Family Test. Here are some of the comments we have received:

- We have found the practice extremely helpful and above all committed to servicing our needs. The practice has gone to great lengths to deal with our requirements.
- Always been VERY happy with the care and attention received. Never had a problem getting an appointment, keep up the good work.
- Online appointments, friendliest blood nurses, excellent GP and very helpful receptionist.
- Appreciate problems with sometimes not being able to get an appointment on the day. Not always easy to be queuing before 8am! On the positive note, if it is an emergency, triage or sometimes a GP will ring back, a decision can be made promptly.
- I have monthly blood tests because I am on Methotrexate. The care and support I am given is absolutely marvellous. The staff are always kind and helpful and I would definitely recommend the practice to anyone.
- Its nice to have a local surgery at Goxhill to save the journey to Barton, particularly for people reliant on public transport.
- Since joining this practice, both myself and my wife have had perfect service and care, very pleased with everyone's care.

The Friends & Family Test is about giving patients the opportunity to provide quick feedback on their care and treatment experience. It's already in use in many parts of the NHS and is expanding to a lot more.

You can say what is going well and what can be improved so that people who make decisions about local healthcare can take your views into account. It doesn't take long and you don't need to give your details on your feedback form.

Look for details in the reception or waiting room. Alternatively please visit <http://www.centralsurgery-barton.co.uk/friends-family.asp>.

Starters and Leavers

Starter

We would like to welcome Alexandra Georgiou to the reception team, Lindsey Lewis and Ruth Laking to the nursing team and Emma Tomlinson as a Nurse Practitioner. Danielle Hoyle to the dispensary team and Dr Ike as our registrar Doctor who is a fully trained doctor.

Leavers

Louise Ede and Dianne Briggs have left the nursing team. Susan Coult and Rosemary Hughes have retired from the reception team and domestic team. Gary Hunter Practice Manager and Shelia Sanderson have left the administration team. We are sad to see them leave and we wish them the best of luck for the future.

Missed Appointments

Doctors

May- 60 (equivalent to just over 10 hours lost Doctors time)

June - 72 (equivalent to just over 12 hours lost Doctors time)

July - 61 (equivalent to just over 10 hours lost Doctors time)

Nurses

May - 149 (equivalent to just over 30 hours lost nurses time)

June- 161 (equivalent to just over 34 hours lost nurses time)

July- 161 (equivalent to just under 30 hours lost nurses time)

Please do cancel appointments that you no longer require so they can be offered to someone else.

Flu Clinics

- Saturday 26th September - 9:00-11:00am Barton
- Saturday 3rd October - 9:00-11:00am Barton
- Wednesday 7th October - 1:00-3:00pm Barton
- Wednesday 14th October - 2:00-3:00 Ulceby. 4:00-6:00 - Goxhill
- Wednesday 21st October - 1:00-3:00pm Barton