

# PRACTICE PRESS

## GP's New Roles

Dr Blumenthal has become a member of the CCG Audit Committee. The Audit Committee has a responsibility for the oversight of risk management, audit, financial reporting and other assurance functions at the CCG. Dr Blumenthal will be able to apply his knowledge gained through this role to ensure high quality risk management strategies are applied within the Practice. This will provide the Practice with a good insight into wider NHS changes so that the Practice can make the most of development opportunities.

Dr Rauf has a new role as a Training Programme Director for the Deanery. This role places Dr Rauf in lead position for the training of local GP registrars. It reflects the Practice's commitment to the education of future doctors and in particular GPs. This will encourage GPs to want to join the Practice at a time when there is both a national and local shortage of GPs.

## Starters and Leavers

### Starters

We would like to welcome Karen Hayter to the team as Practice Nurse and Joanne Horsfall as Receptionist.

### Leavers

Nurse Lindsey Lewis has now left the Practice. We are sad to see her leave and we wish her the best of luck for the future.

## Vaccinations

### Pneumococcal Vaccination

If you are a patient over 65 and have never had a Pneumococcal Vaccination; please speak to Reception who will book you in for one.

### Shingles Vaccination

You are eligible for a Shingles vaccination if your age range is between 70-72 or 78-79 as of 1st September 2015.

### Flu Vaccination

We have just completed a successful Flu vaccination campaign. The total number of Flu vaccinations given to patients were 4030.

## New Website and GP's Photographs

Please take a look at our upgraded website!

[www.centralsurgery-barton.co.uk](http://www.centralsurgery-barton.co.uk)

All Practice information, recent updates and news and notices are displayed here.

We have recently displayed photographs of the GPs at the Practice to assist patients in remembering which doctor they have seen.

## Travel Clinic

Travel Clinics are usually held on a Wednesday at Barton. Travel appointments should be preferably made 6-8 weeks before you travel. Patients need to fill out a travel form before attending, this is then passed to the Travel Nurse for her to contact you. Travel forms are now available on-line on our website: [www.centralsurgery-barton.co.uk](http://www.centralsurgery-barton.co.uk)

Please try to register your trip well in advance.

**It is not compulsory for the Surgery to offer a travel clinic; it is a complimentary service.**

## Friends and Family

Since December 2014 we have been collecting information from our Friends and Family Test.

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 could be improved so 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 Reception or the waiting room. Alternatively please visit:

<http://www.centralsurgery-barton.co.uk/friends-family.asp>

## Termination of Gmail Account

Please be aware that as of 31 May 2016 this email account will no longer be in action. Therefore you will need to contact the surgery via telephone or via the SystemOnline Messaging Service. If you are not registered for online services please contact Reception to register.

## Visits

Visits are for housebound patients and are at the discretion of the clinician. Wherever possible the clinical assessment of a patient is preferable within the Surgery where investigations and nursing assistance are all readily available. Please contact the Surgery as soon as possible after 8.00 am to discuss the possibility of a visit. Visit requests, unless urgent, may be delayed if requests are left later in the day.

## Missed Appointments

### Doctors

**December - 91** (equivalent to just over 15 hours lost Doctors time)

**January - 76** (equivalent to just over 13 hours lost Doctors time)

**February - 80** (equivalent to just over 15 hours lost Doctors time)

**March - 78** (equivalent to just over 14 hours lost Doctors time)

**April - 83** (equivalent to just over 15 hours lost Doctors time)

### Nurses

**December - 224** (equivalent to just over 47 hours lost Nurses time)

**January - 189** (equivalent to just over 40 hours lost Nurses time)

**February - 194** (equivalent to just over 38 hours lost Nurses time)

**March - 134** (equivalent to just over 24 hours lost Nurses time)

**April - 168** (equivalent to just over 36 hours lost Nurses time)

**Please remember to cancel your appointment if you are unable to attend for any reason.**

## CENTRAL SURGERY - THE APPOINTMENT SYSTEM

Over the years we have tried many appointment systems and have found that our current system is the most favourable to the majority of our patients. The GP and Nurse Practitioners appointments are available every day from 8am, allowing you to see a GP as soon as it is needed. If the routine appointments are taken for the day, or you feel you may not need to see a GP and just need some advice, we offer a triage service. Our highly skilled Nurses will then assess your need and either book an appointment with our Duty GP, arrange for a prescription or indeed give advice as required. By using this system it ensures that every patient is consulted within 48 hours regardless of their level of need. The triage system allows us to prioritise medically urgent problems to fully ensure the safety of our service.

We allow an absolute minimum of 300 appointments with a GP on a Monday, 180 appointments on a Tuesday and 160 every other day. In order to utilise these appointments appropriately we ask that appointments are booked only if needed, we also ask that you please inform us if you are no longer able to attend.

Blood tests and other results are available by contacting the Reception team who will then advise accordingly, we ask for a few days from your test before you contact us to allow time for the results to be processed. Please contact the Reception team after 10am for results on option 4, to allow for the busiest period to pass.

Repeat prescriptions can be ordered online or a message may be left on the answer machine; to speak with a Receptionist to order your prescription please contact us after 10am. The Dispensary team are available from 8am.

Alongside the GPs we have three Nurse Practitioners from very different backgrounds. Emma Tomlinson worked previously in A&E, Pauline Thirtle previously worked in a Practice in Grimsby and Linda Norris has worked at our Practice for many years as a Nurse and has now trained to be a Nurse Practitioner. All three Nurse Practitioners are available to assess and manage acute problems.

Non-urgent appointments such as coil insertions, medication reviews, injections, cryotherapy etc. can be forward booked. If you see a GP and they need to see you again they will also forward book your appointment, to allow for continuity and to ensure safe practice. This allows the Practice to have a balance of on the day appointments left available.

For those that work we offer appointments that are bookable online from 6.30am. We often reserve the first and last couple of appointments to try and fit around the working day. If these are not taken they are then released back into the system at 8am. The demand for these appointments are monitored regularly. We also pre-book the early appointments with the Nurse Practitioners each day, if it is something that can be seen within their criteria. If these options do not suit you due to exceptional circumstances, please discuss this with the Receptionists so that we are more able to accommodate your needs. We do ask that any flexibility we allow is not abused, as it then makes it harder for patients that need to be seen on the day.

Our Nurse's appointments are all pre-bookable clinics. We have four Healthcare Assistants who can take bloods, provide ECGs, 24 hour blood pressure monitoring, health checks and diabetes foot checks. If you are having your bloods taken for a chronic disease clinic then the Receptionist will often offer you an appointment approximately a week before your chronic disease appointment; this allows the results to be relevant and available when you see the chronic disease Nurse.

We have six skilled Nurses who run chronic disease clinics (asthma, COPD and diabetic), in our very busy treatment rooms (alongside the Healthcare Assistants); travel and child surveillance clinics. The chronic disease clinics are by invitation when needed, however it is an open service so should you need to be seen sooner than initially planned our nurses are always happy to help and advise. We have two, modern and well equipped treatment rooms for which the appointments are pre-bookable and consist of cervical screening appointments, dressings, injections and vaccinations etc. They will also see minor injuries as walk in appointments if needed. For the travel clinic, we ask that you collect a form from Reception (or from the surgery website) to complete and return. The Travel Nurse will then contact you to either book a consultation (for an appropriate length of time, as it is determined by the need) or to simply advise what vaccinations are needed and then book you in. Finally, the child surveillance clinics are by invitation.

If you are housebound and require a home visit, please contact the triage nurse so she can prioritise your need and arrange for a GP to attend. It helps the Practice a lot if this is done sooner rather than later in the day as the GPs can then plan their routes accordingly to make the most of their time.

We are a large Practice with nearly 17000 patients; however by working together we can ensure that it is an accessible and efficient service that is provided.

## **DISPENSING SERVICES**

The Practice undertakes dispensing of medicines for those patients who live outside the boundaries of Barton and Barrow. Patients are signed up for dispensing services when they register with the Practice or if they move to an address where dispensing services can be provided.

We employ a full team of trained dispensers here at the Central Surgery in Barton and operate a Pharmacy from our Goxhill Surgery. Our opening hours at Barton are Monday to Friday 8.00 am to 6.30 pm. We are closed on Saturdays, Sundays and Public Holidays.

Our opening hours at Goxhill Pharmacy are Monday to Friday 8.30 am to 6.00 pm, closed for lunch 1.00 pm to 2.00 pm, and open 9.00 am to 1.00 pm on a Saturday.

We aim to process repeat prescriptions within 72 working hours of ordering (excluding weekends and bank holidays) and prescriptions issued directly by the GP are processed whilst you wait. We are now able to arrange a home delivery service for repeat medicines. Please contact the surgery for more information.

If you require medication urgently then please contact a member of the Surgery's Dispensing team, who can then arrange for this to be dispensed. However, if the urgent medication is required out of hours then the contact number is **111** (Out-of-Hours Centre).

## **REPEAT PRESCRIPTIONS**

If your doctor agrees, you may obtain repeat prescriptions by written request over the counter. Alternatively, if you have a computer counterfoil please hand it in to your usual Dispensary at Barton or Goxhill. We aim to process repeat prescription requests within 72 hours of ordering (excluding weekends and bank holidays).

Repeat prescriptions can be ordered online or a message may be left on the answer machine. If you wish to talk to a Receptionist to order your prescription please contact us after 10.00 am but we point out that Mondays are busy and best avoided. The Dispensary team are available from 8.00 am. The numbers to phone are:

Residents of Barton Upon Humber 01652 636600 Option 2

Residents of outlying villages 01652 636600 Option 3

Residents of Goxhill 01469 532617

If extra medication is required due to going on holiday, please enquire at the time of ordering your usual repeat prescription; you do not need to see a doctor specifically for this.

*NOW OPEN Saturday 9 am to 1.00 pm*

*The Village*  
**PHARMACY**  
*Goxhill*



**LOCAL DELIVERY SERVICE**

**NEW MEDICINES SERVICES**

**PATIENT MEDICINES REVIEW**

**MONITORED DOSAGE SYSTEMS**

**NHS & PRIVATE PRESCRIPTIONS**

**PRIVATE CONSULTATION ROOM**

**NHS MINOR AILMENTS SCHEME**

**OVER THE COUNTER MEDICINES**

*MONDAY TO FRIDAY 8.30AM TO 6.00PM CLOSED 1.00PM TO 2.00PM SATURDAY 9AM TO 1.00PM*

*Howe Lane, Goxhill, North Lincolnshire, DN19 7JD (01469) 532560*

**NUMARK**   
Your local community pharmacy