Dr Kumar & Dr Sinha

Practice Newsletter February 2020

Your Questions Answered

Why can't I book in advance to see my GP?

You can, approximately 50% of all available GP appointments can be booked in advance on a first come first served basis. Of these pre bookable appointments 1/2 are available to book through our on-line service. Clinics are usually on the system anything between 3—8 weeks in advance. If your doctor tells you to book for a follow up appointment to see them again we would ask you to do so at that time as there is always more choice the further in advance you can book.

Why do I have to speak with the Nurse when I want an appointment with my GP?

In order to manage available appointments on days when most of the GP appointments have been pre booked, we use a triage process for patients who request to be seen that same day.

Often a patient believes they have to be seen by their GP when this may not be necessary. In order to ensure that patients are given timely appropriate care we operate a minor illness triage.

Our diagnostic and consultation Nurse will either call a patient back or see them in clinic in order to ensure the patient receives the appropriate care, treatment or appointment according to their clinical need. If the patient needs to be seen by a GP the Nurse will arrange the appointment. Audits have shown that on average 50% of triaged patients did not need to see their GP but have received the treatment or information they needed from the Nurse, and only 19% clinically needed to be seen that same day.



Why does the receptionist ask me so many questions ?

Our reception team are all trained care navigators, and are simply trying to gather the necessary information to make sure that you are booked a suitable appointment with the correct clinician. The receptionist has to make sure that you have the correct length of appointment that the appointment is necessary (this is not always the case) and that you are booked with the right doctor or nurse for the purpose of that appointment.

Have you signed up for our online service?



https://www.shoeburyhealthcentre.co.uk/

Look at what you could do

- Book and cancel your appointments with a doctor
- Request your repeat prescriptions,
- View your detailed coded medical record which includes illnesses, immunisations and test results.

How to sign-up for online services

It is not hard to start using online services. We will need to check who you are to make sure you only see your record and not someone else's. Just like your bank or the post office when you pick up a parcel, We want to protect your records from people who are not allowed to see them. The steps below explain how this works.

1. Tell us you would like to start using online services.
2. We will give you a short form to fill in and sign to confirm you agree with the information on the form.



We will then check you are who you say you are. We will do this in one of three ways: Photo ID and proof of address, for example, a passport or driving licence and a bank statement or council tax statement.
If you do not have any ID and are well known to our surgery, a member of staff may be able to confirm your identity.

If you do not have any ID and are not well known to our surgery, we may ask you questions about the information in your GP record to confirm the record is really yours.
We will then give you a letter with your unique username and password. It will also tell you about the website where you can log in and start using online services.
When you ask us to register you for online services, we might discuss with you why you want to use these services. For example, if we think your record may be seen by someone who shouldn't see it, we might decide to give you access to book appointments or order your repeat prescriptions only. If we don't think it is in your interest to use GP online services, we will discuss our reasons with you.



Have you got the NHS App?

Use it to order repeat prescriptions, manage appointments, view your GP medical records, set your organ donation preferences and more. 24/7. Anywhere.

Your NHS, your way. Download the NHS App

Online Access for Children aged 11-16 years

Respecting patient confidentiality is an essential part of good care. This applies to every patient: child, young person, or adult. Without the trust that confidentiality brings, children and young people might not seek medical care and advice when they need it most, or they might not tell a doctor all the facts needed to provide good care.

For this reason, when children reach 11 years old online access will be disabled, In line best practice guidelines. All young people between 11 and 16 years can have their own access to online services if they are able to make an independent and informed decision about who should have access to their record. We are happy to re-enable young people's on-line accounts after a discussion with our Nurse or GP to confirm their understanding of the service and their responsibilities.



Stay In Contact

Make sure we hold your up to date contact details.

These should include your current mobile





OVER THE COUNTER MEDICINES (OTC)

OTC medication can be as much as four times more expensive when they are prescribed in the NHS compared to when they are bought in pharmacies or at the supermarket.

Your GP will not generally prescribe certain medicines that are available to buy OTC at your local chemist or supermarket even if you qualify for free prescriptions.

Below is a list of minor ailments which can be treated by OTC medicines

Acute sore throat	Conjunctivitis	Coughs, colds and nasal congestion
Cradle cap	Dandruff	Diarrhoea (adults)
Dry eyes / sore tired eyes	Earwax	Excessive sweating
Haemorrhoids	Head lice	Indigestion and heartburn
Infant colic	Infrequent cold sores of the lip	Infrequent constipation
Infrequent migraine	Insect bites and stings	Mild acne
Minor burns and scalds	Mild cystitis	Mild dry skin
Mild irritant dermatitis	Mild to moderate hay fever	Minor pain, discomfort and fever (e.g. aches and sprains, headache, period pain, back pain)
Mouth ulcers	Nappy rash	
Oral thrush	Prevention of tooth decay	Ringworm / athletes foot
Sunburn	Sun protection	Teething / mild toothache
Threadworms	Travel sickness	Warts and verrucae



Are You An Unpaid Carer?

Do you look after a family member, friend or neighbour who may be suffering from a serious illness or condition?

If you are looking after an ill, disabled or frail elderly relative or friend, you should recognise yourself as a carer. Carers can get a range of support from social care. There are charities that support particular groups of carers, including sibling carers and young carers.

Don't struggle through a maze of information to find the practical, emotional and financial support you need. Please identify yourself to your GP, Nurse or ask at reception and **make sure** you are getting all the information, advise and support that is available to you.

Strengthening our Clinical Team

We now have more part time GPs. Drs Chaturvedi, George, Verghese and Shahzad all work along side our partners and of course Drs Majul and Raza.

The newest member to our team is Lydie Edimo Advanced Clinical Practitioner (ACP) Lydie brings to the role over 10 years experience working in acute medicine as a sister in charge before further qualifying as a ACP.

As an ACP Lydie is able to undertake patient consultations, manage complex cases and make clinical decisions for her patients: Agree on treatment plans as necessary, as well as prescribe medications.

Extended Access

Did you know we offer appointments with our Practice Nurse and the HCA from 7am on Mondays and Wednesday morning.

You can also book to see doctors and nurses locally in the evenings and at weekends, ask at reception , or for more information go to: nhs.uk/GPaccess or call: 01702 742102 to book an appointment when the surgery is closed.





Confidentiality

Please be mindful when waiting at reception that everyone has the right to be dealt with in a confidential manner including those on the phone. If the receptionist asks you to take a step back please understand that this is only to protect the patients that she is speaking with. Should you wish to discuss anything in private please ask the receptionist if there is somewhere you could do this.

What is a Patient Participation Group (PPG)?



The Aims of the Patient Participation Group

"To work with their practice to provide practical support, to help patients take more responsibility for their own health and to provide feedback, strategic input and advice. PPGs are based on cooperation between the practice staff, patient representatives and patients".

Purpose of a PPG

- To give practice staff and patients the opportunity to discuss topics of mutual interest in their practice
- A forum for patients and staff to improve and develop services within the practice by co-production
- To provide an opportunity for patients to make positive suggestions/ideas about the practice and specific medical conditions as an 'expert' or 'experienced patient'
- To encourage health education activities within the practice
- To involve further patients from the wider population
- To involve patient participation in future commission of Health Provision

Benefits for the patient:

- Patients will be more responsible for their own health
- Patients will have a better understanding and knowledge of the practice and its staff This allows up to date information to be given to patients and will inform what decisions can be influenced and what cannot. It will also allow the practice staff to gain an understanding from the patient's perspective. It may also be useful for the chair to have meetings with the Practice Manager on a regular basis or attend management meetings of the practice. This ensures that two way communication is achieved.
- Patients will have a forum to suggest positive ideas and voice concerns
- Patients will benefit from improved communications between patients and staff

Benefits for the practice:

GPs and their staff will be able to plan services jointly with patients in order to increase their effectiveness

- They will be able to get help from patients in meeting targets and objectives
- They will have a forum to voice concerns, ideas and suggestions to patients
- They will get closer to the community for whom they care

Being a PPG Representative

We want our PPG to be representative of the practice population. It is always going to be difficult to get a group that exactly reflects the demographics of our practice; however, a PPG is there to make sure that the patient voice is listened to and can provide a rewarding role for someone with a real interest in the Health Service. Therefore, if you wish to volunteer please contact the surgery and ask for one of the Practice Managers.

Have you seen our Blood Pressure (BP) Monitor in the waiting room?

This monitor is for you; our patients to use:

* Convenient
* Do it yourself
* Easy to use
* No appointment needed

