

# Park Lane Surgery Newsletter – Sept 2016

## New Doctor

The partners are delighted to welcome Dr Dylan Kay to the practice. Dr Kay started on 22 August and will be working 4 days a week on Mondays, Tuesday, Wednesdays and Fridays.

Dr Nichols reduced the number of days that he works earlier in the year from 7 sessions down to 5 sessions.

The doctors normal working days are as follows;

|                       | Monday |    | Tuesday |    | Wednesday |    | Thursday |    | Friday |    |
|-----------------------|--------|----|---------|----|-----------|----|----------|----|--------|----|
|                       | AM     | PM | AM      | PM | AM        | PM | AM       | PM | AM     | PM |
| <b>Dr Nichols (m)</b> |        |    | ✓       | ✓  | ✓         |    | ✓        | ✓  |        |    |
| <b>Dr Parkes (f)</b>  | ✓      | ✓  | ✓       | ✓  | ✓         |    | ✓        | ✓  |        |    |
| <b>Dr Vyas (f)</b>    | ✓      | ✓  |         |    |           |    | ✓        |    | ✓      | ✓  |
| <b>Dr Kay (m)</b>     | ✓      | ✓  | ✓       | ✓  | ✓         | ✓  |          |    | ✓      | ✓  |

However please note that regular days may be subject to change to ensure there is sufficient cover when there is a GP absent or on holiday.

## Flu Clinics

The Flu clinics this year are being held on the following days;

Wednesday 21<sup>st</sup> September – 1:00pm to 4:00pm

Saturday 15<sup>th</sup> October – 9:00am to 11:30am

Saturday 5<sup>th</sup> November – 9:00am to 11:30am

If you are over 65 you are automatically eligible to receive a flu jab so please book into one of the clinics at reception. If you are under 65 and eligible to receive a flu vaccination you will be invited by letter.

## Letter from your Patient Participation Group (PPG)

Dear Fellow Patient,

It may well have come to your notice that our surgery was recently awarded the category 'Outstanding' during a recent routine inspection by the Care Quality Commission. This is the highest CQC category and helped place the surgery as 'Best in Derby' and ranked 'Third in Derbyshire'.

Two initiatives undertaken by the surgery which the CQC made special mention of as examples of outstanding patient care were promoting and hosting of the screening programme for Abdominal Aortic Aneurysm (AAA) and implementation of a Melanoma Awareness event at the practice where screening was provided on the day.

Over 300 eligible men (65+) have already attended the AAA screening sessions of which 5.5% were referred onwards for further investigation and early treatment. Hosting the screening at the practice has contributed to the high numbers of men being screened.

Similarly, from the first Melanoma Awareness event, 5 patients have subsequently received vital early treatment for potential skin cancers.

These and future initiatives are driven by our Doctors and supported by your PPG. However, their effectiveness depends heavily on having low cost communication links to advise patients in advance of the events.

If you would like to hear directly about any future events, please take time to complete the form below giving the PPG (via the surgery) permission to contact you by email. Rest assured, your personal contact data is held securely by the surgery and only used for such purposes you have personally authorised.

Kind Regards

Your PPG



I would like to sign up to receive a newsletter via email;

Email Address: .....

If you would be interested in attending future PPG Meetings please fill in some additional details on the other side of this slip and hand to reception staff.

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## Telephone Triage Trial

After a very busy summer and what feels like a substantial increase in demand for GP appointments the Doctors are currently trialling a system for triaging patients who express a need to be seen on the same day. The duty Doctor will call you back as soon as possible in the morning and discuss your need for an appointment. Some things may well be able to be sorted out on the phone, or they may be more appropriate to book in with a nurse, but they can also offer an appointment later on the same day with a doctor when it is needed. One advantage of this system is that there should be more appointments available for pre-booking and we are trying to spread these through the week so we should always have something to offer one or two days ahead. We will be sending out questionnaires to assess the trial after a couple more weeks so please help us assess the effectiveness of the trial with constructive comments if you have called for a same day appointment.

## How you can help

GP appointments are a precious resource. We have always been able to provide good access to GP appointments but we do acknowledge that this is sometimes not always possible when there is increased demand. Here are some of the ways that you can help us;

- Always order your repeat medication in good time – you should never need a GP appointment just to get repeat medication unless you need a medication review or are concerned about taking your medication.
- Please do not make an appointment if you just have a form that needs filling in or signing by a GP. The form can be left with the reception staff who will advise you if there is a charge for completing the form. Please ensure your details are completed fully on forms that you leave with reception staff.
- Don't save your concerns up and come for an appointment with a list of worries – a routine GP appointment is for 10 minutes and this is usually enough time to deal with one problem.
- Sometimes giving the receptionist a little bit of information can help them direct you to the most suitable clinician to deal with your concern. For example;
  - A cut or a burn can often best be dealt with by the Practice Nurse or Health Care Assistant and they will always seek advice from the duty doctor if they have any concerns.
  - A medication query can often be dealt with over the phone, so a telephone consultation can be booked with a GP, saving you a visit to the surgery.
- Sometimes it may not always be possible to see the GP of your choice as quickly as you would like. Especially when GPs are on holiday or have reduced their working week as Dr Nichols recently has. If you feel your need is urgent please consider booking in with the first available GP.
- Please make sure that you cancel appointments that you no longer need, so that they can be offered to someone else. We have seen a marked increase in 'Did Not Attends' recently and this is particularly frustrating when we have been short of appointments over the summer period. Sign up for SMS reminders to make sure you don't forget an appointment, or apply for online access so that you can book and cancel your own appointments online. See the website or speak to reception staff for more details about either service.

## Abdominal Aortic Aneurysm (AAA) Screening

If you are male and aged 65 or over you are eligible for AAA screening, the screening programme in Derby started in 2012. You will be invited for screening in the year that you turn 65. However if you have missed your invitation or you are older than 65 and have not yet been screened then you can self-refer by calling 01332 783485.

You do not need to attend the hospital for this screening as there are a number of clinics held in the community, and we provide the use of one of our rooms for an AAA screening clinic every 2 months. We cannot book you directly into a clinic here so you will still need to ring the number above to organise the date, time and location for you to have this screening. The screening usually only takes 10 or 15 minutes.

Women and men under 65 are not invited for screening. However, if you feel you have an increased risk of having an AAA, for example if you have a family history, talk to your GP who can still refer you for a scan.



If you are interested in attending future PPG meetings please fill in your details below and hand to reception staff.

Name: ..... Telephone: .....

I consent for you to pass my contact details to the PPG Yes  No

If Yes – please indicate preferred contact method Phone  Email  Please add email address to reverse of slip.