

PATIENT NEWSLETTER

Dr Stephenson & Partners

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Welcome to our first Patient Newsletter!

Hello all and welcome to our first Patient Newsletter. We will circulate a quarterly newsletter from now on to broadcast important and relevant information about the practice, local developments and raise awareness on health campaigns that will support our patients.

We hope that you will find it a little useful read.

Social Prescriber—Caroline Minns (previously Duncan) on her role and how she supports her colleagues in the practice.

I have adopted a social prescriber role within the surgery. My job involves assessment of what care and support patient's need, such as physical activities, learning new skills, making new friends or finding employment, financial advice and general wellbeing. I do this using local support services to help with mental health, loneliness and isolation as well as patients with complex social needs which can affect their wellbeing.

Any patient that needs that additional support, please contact Caroline at the surgery, and she will try and help!



We would like to welcome our new staff to our Practice:

Kay Bates, Medical Receptionist

Any Todd, Medical Receptionist

Pauline Johnston, Admin Assistant

James Ross, ANP



Reception desk

From 1st September 2021 our telephone system will be moved away from the front desk into our "Call Centre Office". Our staff on reception will now solely deal with patients queries and arrange appointments.

Community Pharmacy Referral Scheme

The Practice has adopted the new Community Pharmacy Referral scheme which was rolled out across the City in July 2021. Please note that we will advise you accordingly if we refer you to this service.

Flu Campaign 2021 / 2022

We will start our flu campaign w/c 6th September 2021. Appointments will be bookable via online access facility and through the dedicated option on our telephone system.

PPG Group—would you like to join?

If you would like to join our Patient Participation Group, please let us know. Email your interest to d.partners@nhs.net and our Practice Manager Henny will be in touch. Our next meeting will be held on 13th October 2021 (face to face)

We would like to say "Thank you to our patients for being patient with us"

The last 18 months and still now have been extremely challenging for the practice in that the "normal working" ways had to be changed literally overnight when Covid-19 came on the scene. It felt unreal for our staff that the front door had to be closed and that we were not allowed to let patients in the normal way to address their needs. Instead, video, telephone and E-consultations were introduced to help us deal with patients medical needs. Patients were still seen face to face following a clinical triage when it was required. Different forms of communication e.g. emails / telephone / e-Consults became the new norm. Introducing a text messaging functionality into the practice has been a success. You may now receive a text message or a sick-note attached to this which stops patients having to attend the surgery or to ring through to the practice.

Telephone calls into the practice rose a substantial amount. In the month of April (when we went across to our new telephone provider), the practice had dealt with over 15000 calls *, the same for May and June. Since early July the figure has dropped down to approx. 9000* calls a month.

We appreciate it is frustrating when you don't get through to the practice straightaway however, with our new telephone system, patients have the option to request a call back (we encourage patients to use this facility) The facility also works when you ring from a mobile phone. This option will not work however if there is a call barring service in place,

Since the 19th July 2021 and lifting of lockdown restrictions, the door has been re-opened to the surgery. Patients can drop off their prescription request in the red letter box situated on the practice front door. Check in desks have re-opened—please use these for when you attend the surgery for when you have an appointment. Please continue to use the hand-sanitiser, wear a face mask and continue the 2 metre social distancing rule.

Patients now have the choice of whether they would like to see a clinician face to face or if they prefer another way to consult such as telephone, video and E-Consultations which are here to stay and will be part of our day to day way of working.

We would like to encourage patients to download the NHS app and sign up for the online access for prescription and appointment (nurse only at present) as this will help to support our patients too.

