

# PATIENT NEWSLETTER

## Dr Stephenson & Partners

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### COVID BOOSTER!

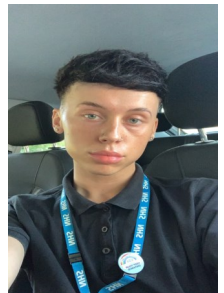
The practice is inviting in patients for their booster immunisation. If you have received a text message from the surgery, we ask patients to either book an appointment or inform the surgery if they have had the vaccination elsewhere.

#### Telephone system

We are still dealing with some small technical issues which we hopefully have addressed now. A new updated feature to the queue buster system has been introduced. Should patients ring from mobile phones and miss their call back, they will receive a text message to alert them of this. The surgery will ring back and patients will not have to wait again in the queue as it will be classed as a priority call. We are experiencing unprecedented demand at the moment and in the month of October the practice dealt with 13,043 incoming calls.

### Introducing Cameron, our apprentice.....

I enrolled with Millitech training during Summer 2020.. I was invited for an interview at Dr Stephenson's in August and then became part of the team in September 2020. I have been with the practice for over a year now and have been involved in various roles and developed new skills which now have lead me to (nearly) finish my apprenticeship and becoming a full time member of staff. I have been heavily involved in supporting the Covid Vaccination Hub and also arrange the Covid vaccination appointments for patients in the surgery.



### New team member joining in December:

**Jonathan Smart is due to join our team in December. He will be supporting our existing clinical team as Nurse Practitioner.**

**We are currently out for recruitment for a Salaried GP, Receptionist, HCA and Coder.**

#### Leavers:

***Dr Harris and Dr Vilvanathan left the surgery early November. Dr Harris has taken up a new post in the Durham area and Dr Vilvanathan has moved down to London due to family circumstances. We wish both GPs all the very best. They will be hugely missed by patients and staff.***

### 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

Our campaign is still ongoing. We encourage patients who have had an invite and arrange an appointment. These can be booked via online access.

FUND RAISING EVENT— Our Patient participation group will hold a fund raising event at the surgery on 10th December 2021 between 9am—12noon. On sale cakes, biscuits, gifts. All contributions will go to Sunderland Royal Baby Unit.

### 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](mailto:d.partners@nhs.net) and our Practice Manager Henny will be in touch. Our next meeting will be held on 8th December 2021 (face to face).

### Face to face versus telephone consultations...Patient choice

Since 19th July 2021, we have given patients the option to see our clinicians either face to face or have contact by telephone. We wanted to share our figures with our patients to let them know that we have been busy seeing patients since the start of the pandemic. We have had to adapt to deal with patients need within guidelines provided by NHS England. In the period from 19th July 2021 (inclusive of 21st Nov 2021), the practice has had 14455 available appointments, 14127 appointments had been booked face to face or telephone consultation, 321 appointments were not kept by patients. 7393 appointments were face to face and 6733 appointments were telephone consultations.

### Referrals & Demand

We note that our colleagues in the hospitals are getting more and more busy. We have seen a huge increase of referrals to them. In the last month we processed 573 referrals. We also have been informed by the hospitals that in the period from 23rd July 2021 to 7th November, 238 appointments were not kept by patients. We do urge our patients to contact the surgery or hospital if they are unable to keep an appointment as these could be offered to another patient.