



# New Southgate Surgery

## Patient Participation Group

Autumn Newsletter 2018



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### MEET THE NURSING TEAM

The Nursing team consists of 4 nurses - Sarah Kinsey is the Senior Practice Nurse and Meg Kinsey, Melanie Glazebrook and Charlotte Evans are Practice Nurses and work part-time. In addition, Vicky Clayton is the part-time Health Care Assistant and Sherry Haynes is the phlebotomist. The team are principally involved with New Patient Health Checks, NHS Health Checks, ECGs, B12 injections, blood pressure monitoring, dressings, hearing tests and chronic disease management. All 4 nurses are state registered and have had extra training in chronic disease management, smears, ear syringing and other areas. It can take about 5 years to complete all the training and they share the work between themselves.

Listed below are some of the services provided:

- Chronic disease management including respiratory, cardiovascular diseases and diabetes;
- Smears and contraception. The latter is shared with the doctors and the nurses do not fit coils;
- Vaccinations, both adults and children, and for this they need to keep up to date about changes in vaccine therapies;
- Travel clinics (twice a week) – the guidance in this area is constantly changing and their knowledge has to be kept up to date to ensure that people get the correct injections for the countries they are visiting. It is important that you are adequately covered as some diseases can be complex if contracted whilst abroad. Remember to book an appointment well in advance;
- Dementia and rheumatoid arthritis reviews;
- Prostate cancer follow up – this is a new service and involves patients who have had their treatment in hospital.

For routine appointments 10 minutes per visit is set aside but for chronic disease management it can be 25-30 minutes and for vaccinations it is usually 20 minutes. Home visits are arranged for some patients with chronic diseases. There is a concern that some patients with a chronic disease (such as asthma) get used to the symptoms and do not always come for their check-ups. The nurses want to see you so that they can make an up-to-date assessment and advise on management issues.

The balance of work between the nurses and the doctors continues to change with more care being shared.

Flu clinics – from mid-September through to the end of October are the busiest time for flu clinics and they have a very full schedule during this period. It is now indeed time to book your appointment if you are:

- Children aged 2 or 3 on the 31<sup>st</sup> August 2018 are eligible for the nasal flu vaccine. No date has been given yet for when the vaccines will be available
- Patients aged 65 or over on the 31<sup>st</sup> March 2019 are eligible and separate clinics will be run for these patients as a new more effective vaccine has been released for this age group this year. Clinics start on 9<sup>th</sup> October and can be booked now.

- Patients under the age of 65 who are pregnant, carers, living in long stay residential/ nursing homes or in clinical risk groups (i.e. Diabetes, Asthma, COPD, Chronic Heart, Kidney or Liver Disease, neurological diseases such as Parkinsons, problems with their immune system due to disease or treatment, or morbidly obese). Clinics start on 9<sup>th</sup> October and can be booked now.

If you are eligible to have these injections, they are free on the NHS.

## MISSED APPOINTMENTS

Last winter was the worst on record in the 70 years of the NHS. Doctors' appointments could be like gold dust to find. Yet despite these pressures this Practice has continued to provide appointments every day and, if requested a patient will be seen the same day. This is far from the case in many other Practices in this area or in the NHS at large, for which we should all be very grateful. However, not everyone is playing their part in making this work as can be seen from the table below:

### Missed Appointments

Months	Same Day Appointments	Total Appointments (inc. Same Day)
January	9	296
February	13	276
March	26	301
April	20	318
May	8	318
June	9	221
July	6	250
August	15	280

You will sometimes see them referred to in the press as DNAs (Did Not Attends), these are appointments that have been booked by patients who fail to keep them. This means that other patients who need to see the doctor can't have those appointments. What can you do to help?

1. Don't make a doctor's appointment unless you need to – maybe your chemist or NHS 111 could help with advice;
2. Ring and cancel the appointment if you don't need it or can't come at that time;
3. If you are on SystemOnline then you can log in and cancel the appointment;
4. DO NOT cancel the appointment by using the Practice email address as this is not looked at in real time and, by the time the message is seen, the appointment time may have passed.

## OPENING TIMES

Regular appointments are available from 8.10am to 5.50pm Monday to Friday. The Practice is closed on Saturday and Sunday. The Practice also offers various weekday extended hours appointments on Monday and Tuesday to 8pm and Wednesday or Thursday from 7am. Please check with the Practice for availability.

Special thanks are due to Sarah Kinsey, Senior Practice Nurse and Bev Robinson, Office Manager.

## DATE FOR YOUR DIARY

Next PPG Open Day: Monday 19<sup>th</sup> November 2018