

BALLASALLA MEDICAL CENTRE
DRS BLACKMAN, DRANSFIELD & FARRANT
NEWSLETTER

Change in Partner Clinic Hours

With effect from the 1st April 2016:

- Dr Farrant is increasing her clinic hours to work 4 full days a week, Monday, Wednesday, Thursday and Friday.
- Dr Blackman is reducing her clinic days to 3 days a week. Monday, Tuesday and Wednesday.
- Dr Dransfield's hours are staying the same. Monday, Tuesday, Wednesday morning, Thursday and Friday.

These changes will increase our clinic hours overall and the partner's hope this will benefit good continuity of patient care which is becoming more difficult to sustain for a small practice in a rapidly growing village.

Helpers of Ballasalla Surgery (HOBS)

Do you value your small village practice?

Are you willing to help keep it this way?

Whilst small practices are popular with patients, according to the patient survey, it is proving increasingly difficult to be viable. With this in mind we have re-launched our patient participation group as "Helpers of Ballasalla Surgery" (HOBS).

We need your support to preserve our practice.

We hope anyone interested in joining will contact the practice by calling 823243, e-mailing ballasallamedicalcentre@gov.im or completing the slip attached to this newsletter.

Why have there been no nurse appointments recently?

Melanie, our practice nurse, has recently undertaken a prescribing course which finishes in April 2016. This has reduced the amount of hours she has been available for clinics over the last few months but it will benefit the practice once completed as she will be more able to triage for the GPs.

The Practice increased its phlebotomy cover in April 2015 to 4 days per week. This service has proved very popular and it supports patients who otherwise would incur a trip to Nobles. Since April 2015 we have taken nearly 1600 blood samples.

The Health Visitor clinics are now in place and working well. A Health Visitor attends the practice each week on a Thursday morning from 9:30 to 10:30 and it is a popular service. The health visitor is also available on 686941 or 686942.

Want your prescription turn-around faster?

We do not take repeat prescription requests over the telephone in case of error, and we are phasing out repeat prescription ordering via e-mail.

Over 200 patients now arrange their repeat prescriptions via **PATIENT ACCESS** – it's an online service that is quick and hassle free. Patients can also book appointments, see allergy and immunisation records and change their contact details.

We are actively encouraging patients to use this service so please ask at reception and as long as you have photo ID and are aged over 16, the receptionist can issue you with a secure PIN number, which allows you to register.

Why do the Receptionists ask the reason for your appointment?

This is so they can direct you to the most appropriate treatment option. This may be for you to speak to the GP on the phone or see the nurse rather than see the GP. The minor ailments scheme is another reason the receptionist may ask the reason for your appointment. Please think about going to the Pharmacy before booking a GP appointment.

This scheme encourages patients to attend their local pharmacy for minor ailments. The pharmacist can issue medication which would give you earlier relief from your symptoms as well as releasing a GP appointment. This is promoted within the Practice as the pharmacy in the village takes part in this scheme. The pharmacy can offer short courses of antibiotics, steroid creams, anti-fungal creams and capsules, eye drops and nasal sprays to name a few. They offer advice and treatment on the following conditions:

Bacterial Conjunctivitis	Inflammatory skin disorders
Impetigo	Exercise-related Injury
Shingles	
Thrush	Hay Fever
Cough	
Gout	Cystitis
	Toothache

Help us to help you.

A routine appointment is currently a 5 day wait. This is mainly due to people not turning up for booked appointments. Last month **76** appointments were DNAs (Did Not Attend).

Clinics are available for booking 5 to 6 weeks in advance.

In one week in March our receptionists took nearly 600 calls, printed over 450 prescriptions and dealt with hundreds of patient queries and problems face to face at the desk. This was a normal week at the surgery.

We ask for your help to keep the reception running smoothly in a few simple ways:-

- Have a pen and paper or your diary to hand when booking an appointment so you can write down the date and time of the appointment correctly. A lot of time is wasted while patients hunt around for a pen to write down their appointment time which means you have to wait longer for the phone to be answered.
- Make sure your signal strength is good if phoning from a mobile. We receive many calls where we just can't hear the caller properly. This can lead to communication problems.
- Make sure you phone for your results after 2pm. Blood and urine tests typically take 4 days to come back to us. X-rays and scans can take up to two weeks.
- If you cannot attend an appointment, please let us know as soon as possible.

Why can't I see my usual GP?

We currently have over 4,500 patients on our list. The increasing list size was discussed recently at a recent Partners' meeting. It was felt that the main reason for this was the movement of patients from a Douglas Practice and movement within the South Practices. The GPs feel the list size is still manageable for the partnership. At this stage there are no plans to ask any patients to re-register. However, when a request for new registration outside the catchment area is sought, the patient is advised to try a Practice nearest to their address. Also, if a patient moves outside our catchment area we advise them to seek a GP nearer their new residence. Further consideration would need to be given to the list size should any new developments be built in the Ballasalla area. Current list size per Partner is increasing as is the workload. There is a UK shortage of General Practitioners and the Island is feeling this impact as well.

The change in clinic hours mentioned previously means there will be more appointments available with Dr Farrant but fewer with Dr Blackman. They both intend to help out when cover is required. We always try to use the same locums to give continuity of care, and always pay for extra cover during holiday periods to give the patients more appointments. Locums are usually retired Partners from the Island. However, this is an expensive service that we have to pay for. Over £19,000 was spent on Locum cover since the 1st April 2015.

HELPERS OF BALLASALLA SURGERY (HOBS)

Do you value your small village Practice?

Then this is your invitation to join our patient group – learn how the business runs, ask your questions and give feedback. Ask at reception for your name to be added to our mailing list. *We are always on the lookout for more helpers and people to come to the meetings with fresh ideas and a willingness to take part.*

We need your support to preserve our practice.

Please complete the attached slip and return it to reception if you would like to be invited to the next meeting. Or email us at ballasallamedicalcentre.gov.im

I would like to be involved with HOBS. Please send me an invitation to the next meeting.

Name _____

Signed _____ Date _____

Contact No(s). _____

E-mail address _____