**MUNRO NEWS – ISSUE 1**

**“BETTER HEALTH TOGETHER”**

CLINICIANS:

* Dr Clayton has now completed her Occupational Health training which means we can now work with local businesses to offer Employment and Occupational Health Medicals for their employees.
* Many of our patients will by now have been seen by one of our ‘Advanced skills Practitioners’ (paramedics). We are pleased to advise that 3 of the team are currently attending a prescribing course at Anglia Ruskin University so will soon be able to prescribe medications.
* We are delighted to welcome Nurses Melissa and Bronte to the nursing team; they will provide valuable triage appointments increasing the on-the-day appointments available for patients.
* Most of our Nurses and Health Care Assistants are fully trained in the management of long term conditions including Asthma, Diabetes, Chronic Heart Disease and Hypertension. This enables them to perform annual reviews without the need for a GP appointment.

CLINICAL ADMIN/DATA:

* The results line is open between 1.00pm and 3.00pm Monday to Friday. Some results do take longer to arrive than the hospitals advise, so we would ask patients to wait at least a week from date of the initial test before calling to allow for the results to be received and viewed by a GP.
* Our Data Administration team are currently optimising all patient medical records to ensure historic information is accurate and current diagnosis and treatment codes are used. If you would like access to your medical record online, or if you would like more information on how your record is coded to ensure you receive the best possible care, please ask at reception and they will arrange for a member of the data team to contact you.

DISPENSARY:

* The South Lincolnshire Clinical Commissioning Group (SLCCG) are a clinically-led statutory NHS body responsible for the planning and commissioning of health care services for our local area. We are working with the SLCCG to meet ongoing targets for more optimal and cost effective prescribing. Saving money in this way for the NHS ensures there is more money available for operations and other treatments.
* We would also like to remind patients to check for any printed messages on their medication. Dispensary will advise of any changes in advance in this way.

RECEPTION:

* Our Reception team are trained to ask certain questions in order to ensure that you receive the most appropriate care, from the most appropriate clinician in the shortest time. If you wish to speak more privately, or would prefer not to say, we respect this, but it may result in a delay seeing a clinician if the person you request is not available immediately.
* We have been actively expanding the reception team to include staff members with more than one language. This has proved invaluable to our patients for whom English is not their first language. We are proud to say we have staff who speak Russian, Latvian, Lithuanian, Italian, Romanian, Urdu, Czech, Polish, Portuguese and, of course, English. If you would like help with your consultation or with a query please ask at reception.
* Staff who can speak additional languages will wear badges with the flag of that particular country.

SECRETARIES:

* Electronic referrals are now processed for all GP surgeries in our area by a central service, the Referral Facilitation Service (RFS). The RFS will assess and direct referrals to the most appropriate service. They will book all appointments on behalf of the patient. When a referral is requested by our clinicians, the secretaries will contact the patient with the telephone number for the RFS. Patients can call direct with queries or to arrange/rearrange appointments.
* Olivia started with Munro as a business trainee, she has finished her apprenticeship is now employed as a full time medical secretary, well done Olivia!
* **AWARENESS WEEKS**

Danielle is a member of our reception team. She also manages the awareness boards you may have seen in the waiting rooms. During January, Danielle will update the boards with lifestyle/weight management and cervical screening facts.

The 21st – 27th January is ‘Cervical Cancer Awareness Week’. Staff will pay a donation to wear pink on the 23rd January in support of this and we have arranged additional appointments for cervical screening, please ask in reception if you think you may be due.

* **PATIENT PARTICIPATION GROUP (PPG)**

We have a ‘friends of the surgery’ group that meets several times throughout the year to discuss the surgery from the patient perspective. We also advise the group of any upcoming changes to the services offered for their opinions. If you think you would be interested in becoming part of the core group attending meetings at the practice, or a member of the wider group receiving communications and surveys via email, please email pgcomments.mmc@nhs.net and we will be in touch

* **STAFF CHAMPIONS**

Some of our team have specific interests and are champions in those areas, if you have specific questions or queries regarding any of the below, please ask reception and they will arrange the relevant staff member to speak with you.

James / Advanced Skills Practitioner – Heart failure

Elaine / Advanced Skills Practitioner – Safeguarding lead

Danielle / Reception – Awareness weeks, carers support and DNAs

Anita / Reception – Carers support and palliative care

Sarah / HCA – Diabetes

Katie / HCA – Learning difficulties/disabilities

Looby / HCA –Dementia

If you have any suggestions of inclusions for the newsletter, or would like this information in a different format, please speak with reception

**January 2019**