The Spinney Newsletter

*Flu and Covid jabs 2022*

On the 1st October we are having our walk in Flu clinic between 9-2 at the Free Church on Ramsey Road. There is no need for an appointment. You can also book appointments to come into the surgery for your flu jab either online or over the phone.

We will be offering Covid immunisations again and will be holding clinics from mid-October onwards which can be booked if you are at risk or over 65. As of yet these appointments are not available but we will be alerting people when they are.

*Staff news*

Sean Culloty; It was with sadness that we said goodbye to Dr Culloty at the end of March. He has gone to work nearer his home in Peterborough after 24 years at the Spinney. We wish him well and thank him for his years of service.

It has been some time since we last sent out a newsletter to all of our patients so in this newsletter you will find details of Flu and Covid immunisations, Staff changes, our national patient survey results, changes to your electronic access, who is who at the Spinney, technology news, research news and the exciting news; the launch of a new appointment booking system called Klinik.

## New telephone system

We had some issues with our previous telephone system, so have now changed to a system run by Convergence. We can monitor how this is going and the aim is to provide a call back service in the future.

## Updating the building

We have been decorating and updating. You may have noticed the new blue chairs in the health care assistant rooms one of which we would like to thank the patient association for. They are much easier for patients to get in and out of. We are also replacing the old lights with eco lights and painting walls.

## Patient survey

We asked a sample of patients for their views on our appointment system and the use of technology and we also asked you what you valued about The Spinney. You can see your answers in a word cloud here. In the national survey you were frustrated by our appointment booking system so we have decided to change this. More later.

***The GPs at the Spinney***

Dr Janie Anderson is the Managing partner, the Senior Partner and our representative on the Primary Care Network. She works Monday to Thursday but often is main supervising GP.

Dr Rebecca Chapman is one of the trainers for the GP registrars and she is the Diabetic lead for the practice. She works on a Tuesday and a Thursday.

Dr Jenny Claydon is the women’s health lead and works on a Wednesday and a Friday.

Dr Hayley Haworth is on the Local Medical Committee and she works on a Monday and a Wednesday.

Dr Emma Hattle is currently on maternity leave.

Dr Annika Patel is often the supervising GP on a Thursday and Friday. She is the lead for the PCN on early cancer care

Dr Himanshu Patel is the lead for the Nursing homes and he works on a Tuesday and Wednesday.

Dr Kate Woods joined us when Dr Culloty left and she works on a Tuesday and a Friday.

***Regular Locums***

At the moment Dr Jamie Griggs works on a Tuesday and Dr Manickasamy works on a Thursday morning.

Other locums include Dr Richard Lee, Dr Ed Wu and Dr William Bostock

***GP trainees***

Dr Nabiha Saqib has been with us for 2 years, she has one more year to go to complete her GP training. She works on a Tuesday and Thursday.

Dr Hali Yacuba has been with us a year and she has another year to go to complete her training. She works on a Monday, Wednesday and Thursday.

Dr Ravi Parekh has been with us a year and has another year to go to complete his training. He works on a Tuesday, Wednesday and Friday.

***Additional Clinical team***

Sharon Temple is our Advanced Nurse Practitioner. She is the lead for Infection control. She can see anyone over the age of 1 for any problem. She works on a Monday, Wednesday and Thursday. She is also part of the management team.

 Jack West is our Paramedic. He can see anyone over the age of 2 for acute problems. He works every day apart from Wednesday.

Debbie Stephenson is the nurse lead for women’s health and works also in the treatment room.

Jackie Fryer is the nurse lead in Diabetes.

Ann Hannan is the nurse lead for cardiovascular disease and also helps with the diabetics, women’s health and in treatment room.

Gill Avery is the Nurse lead for asthma and COPD and can also be in the treatment room and doing women’s health.

Sue Carrington is the nurse lead for childhood immunisations and she covers the treatment room.

Anita Woodrow is part of the Diabetic and respiratory Nursing teams and she also does women’s health and the treatment room.

Halyna Papworth, Rosie, Jenny and Grainne make up our health care assistant team. They take blood, offer NHS health checks, diabetic foot checks, immunisations and dressing changes.

When we did the survey some people asked - how can I get access electronically?

1. NHS app

Download this onto your phone and then follow the instructions to confirm it is you. You will be able to order repeat prescriptions and see your clinical record later this year.

1. Systmonline

The systmonline app allows patients to view their medical records, test results, order repeat medication and book appointments online. You can request login details over the phone to be sent via email, you can come into the practice and request access or fill out our forms on the website.

Primary Care Network

There are four surgeries that work together in the St Ives network. Moat House, The Grove, Riverport and The Spinney. We share some staff so here is a guide to who is who.

***Social prescribing link workers:*** You can be referred to this team for lots of different reasons but they are there to help you find the best place to find help whether it be a carers prescription, help with housing or debts they know where to go and can give our patients the support and guidance they need.

***Health and wellbeing coach***: Health coaches will support people to self-identify existing issues and encourage proactive prevention of new and existing illnesses. This approach is based on using strong communication and negotiation skills and supports personal choice and positive risk taking.

They will work alongside people to coach and motivate them through multiple sessions, supporting them to identify their needs, set goals, and help them to implement their personalised health and care plan.

***Care Coordinator:*** Care coordinators will play an important role within a PCN to proactively identify and work with people, including the frail/elderly and those with long-term conditions, to provide coordination and navigation of care and support across health and care services.

***Pharmacy technician:*** Our pharmacy technicians carry out medication reviews by telephone or video call. You can book on-line for a medication review but also if you have a question about your medication they are able to answer this for you in place of making a GP appointment.

***Special Mention – A Thank You***

We wanted to take the opportunity in our first patient newsletter for some time to thank Mrs Kempthorne for her incredibly kind donation to the surgery following the passing of her late husband Roger. The surgery was able to put the donation into the funding of some new medical equipment for our nursing team and the practice wishes to pass on both its thanks and condolences to Mrs Kempthorne and family.

If you wish to request a medication you can do this via Klinik, a prescription may be able to be done without consultation or you may be sent a link to fill in a questionnaire. This also allows a function to book in a review with the pharmacist.

If you need an appointment there will be two ways of getting one.

If you have new symptoms we ask you to fill in the appointment request form where you tell us about the problem and then we organise an appointment with the right team member.

If you know what appointment you need and with which team member you can request it, depending on the information you have given you may be sent a link to book in or be added to the waiting list. You may be asked for more information. Not all requests will be possible.

This will take up less of our patient’s time and effort plus it will also free up the telephone lines for people that need it more.

Klinik

We will be launching Klinik in November. This will be a new way of finding out if you need an appointment or requesting an appointment online. You will also be able to use it to ask for medication, ask for a sick note, send a message to the secretaries and to ask a question.

We also want to give all of our patients the opportunity to ask a question. Sometimes people have questions that are easily answered. We will answer these in the order that they come in so you may need to wait for an answer if everyone asks at once. We will post the most commonly asked questions and answers on our Facebook page.

We chose Klinik as it is clear to use and will strengthen the partnership between The Spinney and our patients. It will be available to use from 8:00 am until 3pm every weekday. Everyone will need to be patient when we launch and if on any given day too many people are trying to use it we will have to switch it off earlier. After 3pm if you need an appointment urgently then you can call 111 or call the practice in the normal way. If you don’t have internet you can come down to the practice and connect on the NHS internet or you can ring reception and they will fill it in on your behalf.

If you wish to ask the secretaries about reports, forms or referrals you will be able to ask your question through Klinik and then the team will get back to you.