

HIGH STREET SURGERY NEWSLETTER

ISSUE NO 2 2019

Welcome to the second edition of the High Street Surgery Newsletter!

Thank you for the positive response to the first newsletter, and we hope that this second, which again has been prepared by the High Street Surgery's Patient Participation Group, will also prove to be useful. The Patient Participation Group is continuing to meet to discuss issues that are important to the surgery's patients and we would still welcome any input from you if you have anything you think it would be valuable for us to discuss. If you would like to join the group, details are available on the surgery's website.

As everyone is aware, the NHS is facing considerable challenges in a number of areas, due to a range of changes in society on many levels. The challenges have meant that the NHS, at both a national and a local level, is looking at ways of meeting patients' needs in other ways than we have been used to, certainly without any deterioration in services, and hopefully with improvements to its services, which will be more customised to each individual patient. The NHS is no longer "one size fits all", but recognises the wide diversity of issues that its patients face.

For this reason, we may expect a "visit to the doctor" to be somewhat different in the future. Surveys, both nationally and at the High Street Surgery, have shown that many appointments with the doctor could have been handled equally as well by one of the other medical professionals who make up the surgery team. So this newsletter will present a couple of those professionals and explain a little about what they do.

Once again, we would like to remind you that the Patient Participation Group is intended to be the voice of the patients at the surgery. Please don't hesitate to contact us if there is anything you would like to ask about or feel the need to bring to our attention, either at the following e-mail address:

gywccg.highstreetsurgery@lowestoft.nhs.uk, or by calling the surgery, who will be able to put you in contact with a member of the group.

Formal complaints should, of course, still be addressed to the surgery.

We hope that you will find this newsletter useful and informative, and look forward to hearing your views.

The editor

The clinical pharmacist

High Street Surgery is very pleased to announce that Milena Georgieva, clinical pharmacist has joined its team of medical professionals. The title of clinical pharmacist may be a little unfamiliar to many people, so let's see if we can provide a little more information about what the clinical pharmacist does, and how he or she could help you.

A clinical pharmacist is a medical professional who has trained for many years to become a specialist in medicines and who is registered with the General Pharmaceutical Council. Clinical pharmacists work as part of the GP team to make sure your medicines help you to get better and stay well. They also assist the GPs in finding the best medication for any condition.

What can a clinical pharmacist do for you? Well, if you have a long-term condition like asthma, arthritis, diabetes, he or she can talk to you to

make sure that the medicines you are taking are working for you.

If your medicines are making you feel bad, you may get a recommendation for other medicines that will work better for you. If you are taking a lot of different medicines, the clinical pharmacist can make sure that they are all working well together. If you have been taking medicines for a long time you should have them checked once a year.

Clinical pharmacists can also give you a health check, take your blood pressure, order blood tests, etc. and refer you back to a GP or another colleague if they think that you require further examination.

Your GP may recommend an appointment with the clinical pharmacist, but you can also book yourself just by asking in reception.

Weekend appointments

High Street Surgery is part of the 'Improved Access Scheme' by NHS England. This is intended to improve the number of appointments available during weekend and evening times.

Our local scheme means that the surgery can book Saturday and Sunday morning appointments for our patients with GPs, nurses and healthcare assistants.

However, the appointments are being offered at Bridge Road Surgery which is the local hub for this area. It is a bit like 'out of hours' where

there is no guarantee who you will see, but you will see a GP if you have booked a doctor's appointment, a nurse if you have booked a nurse appointment and likewise for the healthcare assistant.

The appointments are available to book by High Street Surgery's staff, who can see which doctors, nurses, healthcare assistants, etc. are at the clinic, for our patients. If they have not been booked by 2pm on the Friday before the weekend, they will be open to all local practices on a first come first serve basis.

Questions and Answers

What is a nurse practitioner?

A nurse practitioner is an experienced registered nurse who has taken an extra qualification. Nurse practitioners are qualified to provide services that used to be the sole responsibility of doctors, including prescribing a wide range of medicines.

Nurse practitioners are also qualified to see patients with undifferentiated and undiagnosed illnesses. If they are not able to treat and prescribe themselves, they can refer the patient to a GP or even directly to a hospital specialist.

Due to their training, nurse practitioners may view a problem from the viewpoint of their extensive experience in hospital work. This provides a very useful supplement to the doctor's experience.

Nurse practitioners are also often very able to provide advice and suggestions for common problems that patients are facing that do not necessarily require a medical intervention.

Why have I been referred to a nurse practitioner when I asked for an appointment with my doctor?

The doctors have instructed the receptionists to ask what the problem is, so that the receptionist can direct the patient to the most appropriate service or person. They are also trained to recognise any serious symptoms.

In some cases, the receptionist may consider that your best, and fastest, treatment option will be an appointment with a nurse practitioner.

Remember that a nurse practitioner will always refer you to a doctor if he or she is any doubt about what is causing your illness.

Nurse practitioners can make detailed assessment of your health care needs, based on their combined medical and nursing knowledge, including clinical skills that you may not have traditionally associated with nurses, such as history taking, physical examination, diagnoses, and prescribing of medicines.

You can also book an appointment directly with a nurse practitioner at reception

What is the difference between a nurse practitioner and practice nurse?

A nurse practitioner is very different from a practice nurse. A practice nurse is a person who provides nursing care such as dressings, immunisations, and cervical smears. In contrast, a nurse practitioner's daily clinical

work comprises the examination, diagnosis and prescription treatment of common medical problems

Home Visit requests

All home visit requests are triaged by a nurse practitioner. The nurse practitioners undertake most of the home visits for the surgery and will pass on appropriate ones to the GPs. We also have an Emergency Care Practitioner who undertakes visits.

Easter Opening times

We will be closed on Friday 19th April and Monday 22nd April.

In an event of an emergency dial 999, for all other medical assistance please call 111.

Useful contact information

Surgery

Telephone: 01502 589151

Fax: 01502 566719

E-mail: gywccg.highstreetdoctor@nhs.net

SystemOnline

SystemOnline is an on-line patient service that allows you to make GP appointments, order repeat prescriptions, see the results of tests and much more on-line. Ask at the reception desk for information about how to join.

NHS 111

NHS 111 is a 24-hour helpline that you can contact in an urgent medical situation. It is staffed by trained advisers who can assess your health needs and connect you to a nurse, emergency dentist or a doctor. If the adviser considers that you need an ambulance, one will be sent to you.

For **medical emergencies**, such as strokes, heart attacks and severe bleeding, **call 999**.

One Life Suffolk **Helping people live healthier lives**

Offering a range of programmes to help you get healthier

- Child Weight Management
- Adult Weight Management
- Health walks
- Health check
- Get help to get active
- Stop smoking

You can get a form to fill in from the reception desk. Return the form to the desk and they will send it in for you. You can also visit the One Life website: www.onelifesuffolk.co.uk

Solutions is a free service offered at the surgery which helps provide patients with confidential advice and support for non clinical problems and issues. If you would like to see someone who can help you, please make an appointment with the Solutions adviser at the surgery