

# KNEBWORTH AND MARYMEAD MEDICAL PRACTICE

## PATIENT PARTICIPATION GROUP NEWSLETTER

February 2023

### PRACTICE NEWS

#### Carers Café

Carers Cafés are a concept suggested by Andrew Harrington, our new Managing Partner. The idea is that registered carers with, if they wish, those who they care for, meet together with one or two members of the Practice to talk about their concerns and needs; tea/coffee and biscuits are provided.

The next Café will be held at the Marymead surgery on Friday, 10th March from 1.00 pm when our Social Prescriber and our Care Coordinator will attend. In April, the Café will be at the Knebworth surgery on Friday, the 14th, again at 1.00 pm, when we hope to have a speaker from Age Concern to talk about the benefits that carers are entitled to receive.

From thereon, the plan is to hold the Cafés on the second Friday in the month, alternating between the two surgeries. It's not necessary to book in advance, just turn up and join the group.

**Please pass on this information to any carers who are registered with the Knebworth and Marymead Practice and who may not have seen this newsletter.**

#### Some Practice Statistics – January 2023

##### *Telephone Data*

During January, the Practice took 13100 telephone calls. With 21 working days in that month, this equates to 624 calls each day or 62 calls per hour. With two staff members answering the phone, they each took 31 calls on average. Perhaps we can now understand why, at times, there are queues on the phones!

##### *Appointments Data*

In January, there were 2053 face-to-face appointments and 1424 by telephone. In the same period there were 3047 appointments with a GP and 1100 with a nurse.

Unfortunately, there were 305 patients who did not attend for a pre-booked appointment, that's an average of 14 each day. This is neither right or fair for all our patients. If you find you are unable to come to an appointment, if possible please let the Practice know in good time so that reception may then be able to use that slot for another patient.

### PHARMACY NEWS

#### Lloyds Pharmacy, St Martin's Road, Knebworth

We have recently learnt that the investment group that currently owns the Lloyds Pharmacy business is selling/closing a number of its branches. Knebworth is being purchased by Pharmacy Express, a small company with a couple of other pharmacies.

Vijay, one of the partners in the company, will be working as full time pharmacist with occasional locum cover. The current new team is being retained by Pharmacy Express and view the change as a positive move for them, for patients and for the Practice.

We understand that it will take 2 - 3 months to complete the handover and customers are requested to be patient during this period.

## **Repeat Dispensing Prescriptions (Previously known as “Pathfinder”)**

Did you know that if you have regular medications every 28 days at a set dose then you can arrange to have your prescriptions put onto “Pathfinder”? This is a system whereby the Practice automatically sends a six or twelve months batch of your prescriptions to the pharmacy for them to dispense at monthly or two monthly intervals. This eliminates the need to request or order a prescription each month (until the batch runs out).

Repeat dispensing or ‘Pathfinder’ may be suitable for you unless you require non-standard medications or those that are not used on a regular daily basis, such as creams or lotions, eye-drops, some inhalers etc. Monitored medications like warfarin and methotrexate, where the dosage might be changed during the six- or twelve-month period, are also unsuitable for “Pathfinder”. Controlled drugs such as tramadol and gabapentin are also unfortunately unsuitable.

If you think repeat dispensing may be suitable for you, please request an appointment with one of our Clinical Pharmacists or discuss it at your next clinical appointment. Please note, the pharmacy can’t set up your Pathfinder, it must be done through the Practice.

**If your prescriptions enable you to be on “Pathfinder”, we encourage you to use this service; in the long run it saves time and effort for patients, the Practice and the pharmacy. Please call the surgery and select ‘Option 2’ to discuss your options with the prescription team.**

## **PPG NEWS**

### **Save the Date – Wednesday, 14th June**

This is the date for our long-awaited “Help Yourself to Health” evening in Knebworth Village Hall, the last one being in 2019. A number of groups, such as Carers in Herts, Arrhythmia Alliance, Herts Vision Loss etc, have already accepted our invitation for them set up their healthcare-related stands in our “marketplace”, and our main speakers are being lined up for their keynote presentations. And, of course, the evening won’t be complete without Andrew Harrington, our Managing Partner, telling us about what has been going on in the Practice and what he is planning for the future.

Watch this space for more details!

### **PPG Meeting**

The next PPG Meeting is at 7.00 pm on Tuesday, 21st March, which will again take place via Zoom. The main presenter will be Matt Charles to talk about the operation of the Primary Care Network (PCN) and its relationship to the Practice and to the recently-formed Herts and West Essex Integrated Care Board (ICB). All are welcome to attend.

### **PPG Contacts**

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