

Nightingale House

Feb 2022 Newsletter

Issue 5

February 2022

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Covid-19

Over the last 2 years our staff have worked hard to maintain a high level of service to our patients, despite shortages, uncertainty, personal illness and loss.

We continue to follow all guidelines, to maintain strict Infection Control procedures, carry out risk assessments and implement the multitude of changes.

We hope that the worst is now behind us and we can all look forward to a brighter, healthier 2022.

Appointments

Face to Face appointments

We are frequently asked if or when we will be seeing patients face to face again.

In fact we never stopped seeing patients face to face. In the first wave of covid we introduced telephone triaging to reduce the risk of spreading infection to patients and staff. The patient spoke with a GP and if the GP needed to see the patient they were invited in.

We also introduced on-line consultations, video calls and photo text messages, all of which we will be keeping.

Now telephone appointments are more popular than face to face appointments with many patients- however patients can always choose to book to come in if they wish.

Reason for appointment

*Our reception staff are **required** to ask the reason an appointment is being requested.*

*This is so they can ensure the patient is being helped by the **right person, at the right time in the right place.***

For many minor illnesses the local Pharmacy is the first port of call before consulting with a GP. There are now physiotherapy, back & knee pain specialists, paediatric consultant and mental health support that can be either self-booked or booked directly by the receptionist. We also have additional roles staff with-in the practice including a Clinical Pharmacist, Physician Associate, Health Care Assistant & smoking and weight management support.

Our reception staff need to ask the reason to make sure that the GP appointments are available for those that really need them.

What is Patches?

Patches has replaced 'eConsults' as our on-line consultation platform.

Patches enables patients to submit their symptoms, ask questions or make requests to their GP securely.

How do you use Patches?

Go to our website www.nightingalehousesurgery.nhs.uk where there is around the clock NHS self-help information, signposting to services, and links to the NHS symptom checker. Click on '**consult with your doctor online**'. Fill in the online form with information about symptoms, conditions or treatment. You can also use it to request help with prescriptions, sick notes or GP letters.

A staff member will review the information within 24 hours and either deal with the enquiry or book a telephone consultation with a suitable clinician.

Patches consultations are helping to free up telephone lines for those patients that need to get through.

Staff Changes

A Warm Welcome

Oycan Hassan- Experienced Receptionist Monday- Friday mornings- Turkish speaking

Julie Wiggins- Experienced Receptionist- Thursday afternoons

Huda Ahmed- Huda has been with us for a while as a Receptionist but is now training as a Health Care Assistant

Denese Gillispie- Denese joined us last January from a hospital setting to complete the General Practice Nurse training program. She is now with us part time as a qualified Practice Nurse

A Sad Farewell

Nurse Nadia Roberts- Nadia completed her Practice Nurse training with us in 2017 and stayed on for 4 years- she has now moved into the community diabetic nursing team.

Next PPG Meeting

Tuesday March 15th 12.15-1pm at Nightingale House Surgery

Please RSVP to nightingalehousesurgery@nhs.net