

# A view from Wansford Health Campus



## Welcome to Your Patient Newsletter!

### IMPORTANT NEWS FROM DR. RHIANNON NALLY



After a lot of consideration and soul-searching, I have decided after 30 years leading the practice that I will stand down as a Partner here in September 2024.

Over the years, I have seen the practice double in size to now 10,500 patients. It has been a privilege to serve this community who have trusted me with their health, their worries, and concerns over decades. I'm so proud of what we've achieved at Wansford and Kings Cliffe Practice. We have, in my view, managed to 'buck the trend' of anonymous tick-box medicine. For the most part, we still know our patients, and they know us. The enduring value of a trusted doctor-patient relationship should never be underestimated! It has been an absolute privilege to lead this team over so many years. I have had the pleasure of working with many outstanding and dedicated professionals who have given their best day in and day out and whose contribution is the very fabric of the high quality of medicine and care we see at Wansford.

I have absolute confidence that this great work will continue into the future. We have developed a Health Campus incorporating a pharmacy (now offering open access appointments for minor illness in its own right), which was voted Independent Pharmacy of the Year 2023, and have a highly active and well-respected research unit which has been at the cutting edge of innovation in Medicine for over 20 years. Most recently, we have been involved in the pivotal Covid vaccine Novovax trial and subsequently two further Covid booster studies. The Respiratory Syncytial Virus vaccine, trialled at Wansford, has just been licensed in the United Kingdom in the last year. We received "Best Research Practice" status from the Royal College of General Practitioners in 2019. We are aligned with a well-respected dental practice that sits within the Campus - Wansford Smile Studio.

Over the years, I have seen the practice team diversify and extend to include paramedics and advanced nurse practitioners, pharmacists and pharmacy technicians, and now specialist diabetes and cardiology nurses. I shall leave this practice in great shape – diverse, robust, still local – ably led by my Partner, Helen Eastwood, and my Practice Manager, Kirstie, who will continue to guide our fabulous team and lead with clarity and vision into the future.

I shall continue to be involved in research in the practice and more strategic work across Peterborough both in terms of research and new services. I shall be around a lot over the next 3 months. I hope to see many of you over that time!

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change lives.**

**#BePartofResearch**



### **Wansford Research is Actively Recruiting:**

**Novartis Victorian1 Prevent:** Research study to find out if the study treatment, called inclisiran, can help prevent cardiovascular events (such as heart attacks, strokes, procedures to improve blood flow, and death) in adults who are at high cardiovascular risk but have not had a major cardiovascular event, and who also have high cholesterol. This is often referred to as “primary prevention.”

**Lighthouse:** The purpose of this study is to collect blood samples and medical information to help develop and evaluate a blood test that can screen for many cancers from a single blood sample collection. This test aims to find many different types of cancers, including but not limited to lung, colorectal, ovarian, pancreatic, liver, bladder, stomach, and oesophageal cancer. Wansford is taking part in the Colorectal part. This study will last for 4 years.

## Admin Team Update BEHIND THE SCENES...



(Some of our lovely admin team)

In a doctor's surgery, the administrative staff plays a pivotal role in ensuring the smooth operation of the practice. The administrative team comprises individuals with diverse skills and responsibilities, all contributing to the efficient functioning of the practice. Let's delve deeper into the roles and responsibilities of administrative staff in a doctor's surgery:

- **Medical Secretaries:** Medical secretaries provide vital administrative support to healthcare professionals. They are responsible for transcribing dictations, sending onward referrals to secondary care (hospitals, specialist clinics, etc.). Attention to detail is crucial in their role to ensure accuracy in medical documentation. Most referrals are now sent electronically via an e-booking service. They monitor this system to ensure nothing is missed or delayed.
- **Accounts and Insurance Reports and Claims:** Billing and insurance specialists handle financial aspects of patient care. They process payments, prepare invoices, and submit insurance claims on behalf of patients. These staff members must stay updated on information governance rules and regulations to ensure compliance with insurance requirements. They often liaise with insurance companies and deal with reimbursement for medical services rendered (where applicable). They are often asked to provide information that is outside the scope of a GP practice to supply so time is spent explaining this to patients.
- **Health Information:** In today's digital age, administrators play a vital role in managing electronic health records (EHRs). They handle all incoming mail (paper and electronic), scanning it to patient records and picking out any relevant information and actions needed. They send relevant information to the GP where appropriate. We handle, on average, 200 documents per day. This team is responsible for accurately inputting patient information, maintaining the confidentiality of medical records, and ensuring data integrity and security. They also handle incoming notes from other practices (for newly registered patients) and ensure that all relevant data is present on electronic records. They deal with patients who leave us and ensure notes are transferred to a new surgery.

- **Prescription Clerks:** This team processes all requests for repeat prescriptions. We process, on average, 500 prescription requests per day. They can raise queries with the medical prescribing team to ensure requests are not delayed. They order specialist items and monitor deliveries.
- **Managers and Team Leaders:** Oversee the overall administrative operations of the doctor's surgery. They coordinate workflow among administrative staff, develop and implement office policies and procedures, and manage budgets and resources. Practice managers also handle human resources tasks such as recruiting, DBS checking, training, and evaluating administrative staff members. Their role is essential in fostering a cohesive and efficient work environment within the practice.

Overall, the administrative staff in a doctor's surgery play a crucial role in ensuring that patients receive high-quality care in a well-organised and efficient manner. Their dedication, attention to detail, and commitment to patient satisfaction contribute significantly to the success of the practice.



## MMR VACCINATION CATCH-UP PROGRAMME

You may have seen in the press that there is a rising number of MMR cases nationally. If you are not sure of your immunisation status, please contact the surgery and we will check your records. We can offer the MMR vaccination free of charge should you require it.

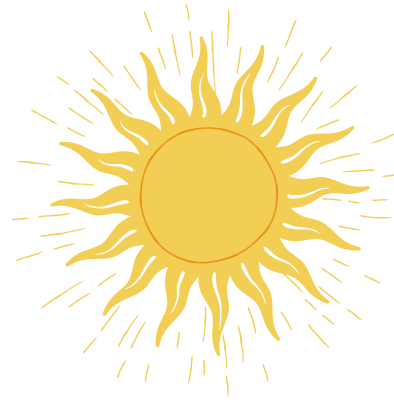


You can book an appointment  
and catch up on the MMR  
vaccine at any age

Getting the NHS MMR vaccine is free  
and usually takes just a few minutes



## Population Health Messages



### Sun Safety Awareness

As summer approaches, it's crucial to stay safe in the sun. Here are some tips to protect yourself and your family:

- **Wear Sunscreen:** Use a broad-spectrum sunscreen with at least SPF 30. Reapply every two hours, especially after swimming or sweating.
- **Seek Shade:** Avoid too much direct sunlight during peak hours (10 AM to 4 PM).
- **Protective Clothing:** Wear hats, sunglasses, and long-sleeved clothing to shield your skin from UV rays.

### Hydration is Key

Staying hydrated is essential for good health, especially in warmer weather. Remember to:

- **Drink Plenty of Water:** Aim for at least a couple of litres per day.
- **Eat Hydrating Foods:** Include fruits and vegetables like cucumbers, watermelons, and oranges in your diet.
- **Avoid Excessive Caffeine and Alcohol:** These can dehydrate you.



Thank you for being a valued patient of our practice. We look forward to continuing to provide you with the best possible care.

Best regards,

**Your GP Practice Team**  
**Wansford Health Campus**