



MUNRO MEDICAL CENTRE NEWSLETTER

WINTER 2025

Welcome to the Practice Newsletter. In it you will find some useful information, especially if you are not able to use a computer. However, there are references to important websites and it might be useful if you have a friend or relative who could gain access to the relevant information for you.

Clinicians

Dr Makolo will be remaining with the practice to complete his final year of GP training. We also welcome Dr Eschun, a second year GP Registrar, who will be with us until April,

Appointments

A gentle reminder to all patients to please give notice if they can no longer attend an appointment, it's a simple process and most of us have mobile phones. There will always be exceptional reasons for missing an appointment, understandably, but for most of us it is the easy thing to do, thus releasing a time for another patient to be seen.

In November we had 226 appointments when patients did not attend and did not cancel. This is approximately 56.5 hours of wasted time which equates to almost two weeks work for a full-time clinician.

Change of Personal Details

Please let the practice know as soon as possible if you have any change in personal details, such as name, address or telephone number. It is vitally important that the practice has the most up to date information, so that we are able to contact you should this be necessary. If you are under the care of a consultant, could you please also let them know when you change address, they often post appointments out to patients, and this is perhaps the greatest cause of patients missing their appointments, when the appointment letter was sent to the correct address. Unfortunately, the computer systems at the doctors and the hospitals are not linked.

RSV/Flu/Pneumococcal/Shingles Vaccinations

The RSV vaccine is recommended if

- You're pregnant – the vaccine is recommended during every pregnancy (from 28 weeks onwards) to help protect your baby after they're born.
- You're aged 75 to 79 years old

Please contact the surgery to book your appointment

We still have some **flu vaccinations** available, if you are eligible, please give the surgery a call to arrange this.

The **shingles vaccine** helps protect against shingles. It's recommended for all adults turning 65, those aged 70 to 79 and also those aged 50 and over with a severely weakened immune system.

The **pneumococcal vaccine** helps protect against serious illnesses like pneumonia and meningitis. It is recommended for people at higher risk of these illnesses, such as babies and adults aged 65 and over.

Be Bright – Be Seen

The "Be Bright, Be Seen" campaign is a road safety campaign that encourages people to wear reflective and bright clothing to be seen in the dark.

Here are some tips for being seen in the dark:

- **Wear reflective clothing**

Wear reflective clothing, such as armbands, vests, sashes, bags, or gloves. You can also add reflective dots to your knees and ankles.

- **Use lights**

If you're cycling, make sure your bike has a white front light and a red rear light. You should also make sure the lights are charged or have spare batteries.

- **Be aware of your surroundings**

Keep your phone in your pocket and take out your earphones so you can hear approaching vehicles.

- **Keep to the right**

If there's no footpath, keep to the right side of the road so you can see oncoming traffic.

Physician Associates:

You may be offered an appointment with a 'Physician Associate'. This may be a type of clinician you aren't familiar with.

What are physician associates (PAs)?

Physician associates (PAs) are healthcare professionals with a generalist healthcare education who work alongside doctors providing medical care as part of the multidisciplinary team. PAs work under the supervision of a named senior doctor, but can work autonomously with appropriate support.

Physician associates work alongside doctors and other healthcare professionals as part of the multi-disciplinary team (MDT).

PAs are part of the medical associate professions (MAPs) grouping in the health workforce and have been working in the UK since 2003.

PAs can be found working in primary and secondary care across 20 specialty areas in the UK such as internal medicine, general practice, surgery and emergency medicine.

What can a physician associate do?

PAs are trained to work within a defined scope of practice and limits of competence to perform the following duties:

- taking medical histories from patients
- carrying out physical examinations
- seeing patients with undifferentiated diagnoses
- seeing patients with long-term chronic conditions
- formulating differential diagnoses and management plans
- carrying out diagnostic and therapeutic procedures
- developing and delivering appropriate treatment and management plans
- requesting and interpreting diagnostic studies
- providing health promotion and disease prevention advice for patients.

Currently PAs are not able to:

- prescribe
- request ionising radiation (e.g. chest X-ray or CT scan)
- administer and/or supply medicines under a patient group direction.

In 2025, you will see that Physician Associates will have a formal regulator. PAs will be regulated by the same provider as GPs, the GMC. Regulation helps provide assurance to patients, employers and colleagues that PAs and AAs have the right level of education and training, meet the standards that we expect of the professions we regulate and that they can be held to account if serious concerns are raised.

Christmas Jumper Day

Munro Medical Centre staff participated in 'Christmas Jumper day' on 12th December. We decided to support a local charity in lieu of wearing our festive jumpers. Donations were made to the Agape foodbank to help those in need in Spalding over the Christmas period.



The NHS Friends and Family Test (FFT)

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's a quick anonymous way to share your views after receiving care.

Here's how our patients rated us this year... this is based on the percentage of patients that felt the service they received was very good or good.

January 2024 – 93%

February 2024 – 96%

March 2024 – 89%

April 2024 – 94%

May 2024 – 93%

June 2024 – 94%

July 2024 – 90%

August 2024 – 93%

September 2024 – 96%

October 2024 – 93%

November 2024 – 94%

December 2024 – 91%

That is a 12month average of 93%. This is an exceptionally outstanding figure for GP practices to achieve, particularly given the challenges faced by the NHS at the moment.

NHS App – A Brief Guide

The NHS App gives you a simple and secure way to access arrange of NHS services. Download the NHS App on your smartphone or tablet via the Google Play or App Store. You can also access the same services in a web browser by logging in through the NHS website.

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man. Find out more about who can use the NHS App.

What you can do with the NHS App

You need to prove who you are to get access to the NHS App. With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- book and manage appointments
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)

- register your organ donation decision
- chose how the NHS uses your data
- view your NHS number
- use NHS 111 online to answer questions and get instant advice or medical help near you

The NHS App is available on iOS and Android:

 

NHS App for Android

<https://play.google.com/store/apps/details?id=com.nhs.online.nhsonline>



NHS App for Apple

<https://itunes.apple.com/us/app/nhs-app/id1388411277?ls=1&mt=8>



Patient Participation Group (PPG)

You may be aware of our “friends of the surgery” group. (PPG). We are currently trying to re-establish this. The group is currently “virtual” receiving a copy of the quarterly practice newsletter and advised of any upcoming changes to the services offered and their feedback is welcomed. If you think you might be interested in getting involved in the group, please email licb.ppg.mmc@nhs.net

The next edition of the Practice Newsletter will be available in Spring 2025

