



Patient Newsletter Spring 2018

Volume 1, Issue 1

News In Brief:

- The Practice will be closing for staff training on February 21st at 1.30pm
- Don't forget to book your annual review if you have a long term condition
- See Practice website for information on how we use your medical records - Better Information Better Health
- Practice opening Hours: Mon–Friday 8-6.30pm
- Dispensary Phone Line 9am–1pm Monday to Friday

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Staff News

Dr. Rachael Kelsey joined the practice partnership in April 2017. Dr. Kelsey has worked as a salaried GP for the Practice since January 2015 and will be a familiar face to many patients.

We are pleased to announce that Dr. Jamie Lewis decided to join the Practice as a salaried GP after he qualified in December last year.

We have a new GP Registrar, Dr. Alex Smith joining the Practice in February 2018. Dr. Smith will be joining our current registrar Dr. Bernadeta Bridgwood.

We are delighted to welcome three new appointments to the Practice team, Taran Gill, Nicola Field and Melissa

Smith. Taran is a very experienced Advanced Nurse Practitioner and will be supporting the changes needed within the Practice to meet increasing demands and to achieve the NHS guidance on seeking appropriate NHS care. Niki Field another experienced Advanced Nurse Practitioner will also be joining the clinical team in February. Melissa Smith started in her role as Assistant Practice Manager and will be supporting the Business/Practice Manager in the day to day running of the Practice.

If you attend late night appointments you will also meet Lauren, a lower 6th form student at QEGS who has also joined our reception team. The

Practice advertised at the school for the part-time position of receptionist and was very pleased to receive some excellent application from the students.

It is with sadness that we see two long standing members of the Practice team retire this spring. Nurse Debbie Finnikin retires at the end of April after 27 years with the Practice and Barbara Goddard who works in the administration team retires after 33 years with the Practice. I am sure you will join me in wishing them well in their retirement.

Getting the Right Help NHS Guidance

As the NHS continues to struggle with budgets and increasing demand it is essential that we all do our best to help Ashbourne Medical Practice make the best use possible of limited resources. The Practice is making changes to the way it allocates appointments to ensure that patients are seen by the most

appropriate clinician, which may not necessarily be a Doctor.

The Ashbourne Medical Practice clinical team is widely experienced and we encourage you to be guided by the receptionist when you call to make an appointment.

Please see information in the waiting area showing the specialisms of the clinical team and visit the website where there is more information .



when it's less urgent than 999



We welcome your feedback to help improve the quality of the service we provide. Please complete a Friends and Family survey available at reception or provide feedback on line at www.nhs.uk/services



Advanced Nurse Practitioner

In order to improve the quality and shape of our services to be more responsive, the Practice have introduced Advanced Nurse Practitioners (ANPs) to the Clinical Team.

My name is Taran Gill. I am an Advanced Nurse Practitioner. I come with 28 years of Nursing experience with a varied background of skills. I have been a Nurse Prescriber since 2004 and I am also a Diabetic Specialist Nurse.

ANPs are experienced Registered Nurses who have developed their skills and theoretical knowledge to a standard that allows us to assess patients, carry out

physical examinations and investigations, make referrals to other Healthcare professionals as required, diagnose and make clinical decisions in the same way as GPs. We do work in close collaboration with the GPs.

ANPs make an important contribution to the NHS and the role has been successfully introduced in many different settings. With the growing shortage of GPs and GP appointments, ANPs enable patients to obtain the care they require in a timely way.

The introduction of ANP role enables GPs the opportunity to concentrate and focus on

those individuals with the most complex medical needs.

As a practice, with the introduction of the ANP role we aim to be in a position to increase the length of time GPs spend with those patient that are more complex or nearing end of life so that we can offer the quality care and support needed.

We welcome your feedback on this new role in the Practice. Your feedback and comments will provide valuable input as to how we develop this role to ensure we effectively improve the timeliness and quality of service provided.

Care Co-coordinator

Each Practice in Derbyshire has an allocated Care Coordinator to work with patients, GP staff, the community nursing team, Adult Social Care, The Community Mental Health Team and wider community based organisations.

My name is Sarah Rodgers and I am the Care Coordinator for Ashbourne Medical Practice. I work two days per week Monday & Tuesdays

My role is to work with adult patients who have a long term condition and require some additional advice/support or guidance.

I provide a telephone service, although I am always happy for people to request to see me at the surgery so we can meet face to face. Referrals can be made by patients directly or via any of the health professionals that

are involved.

I can aid communication between all the different people/organisations involved with an individual.

I can provide individuals with information as to what is available locally and we all know that knowledge is power.

I can also refer patients on to services such as local charities, the community therapy team, podiatry etc.

You can contact me on my mobile 07717 880205

Clinical Pharmacist

Meet Aman Gahunia, our Practice Clinical Pharmacist. Aman's role is to improve patients' health outcomes by providing direct, accessible and timely medicines advice. We aim to pro-actively transfer workload relating to medicines optimisation

from Doctors which will not only free up their time but will also improve patient care and safety.

Aman conducts face to face and telephone medication reviews, deals with medication queries and agrees

medicines care plans with the patients. Moving forward Aman will be delivering long term conditions reviews for patients who have complex medication regimes and will be directly prescribing acute and repeat medication for patients.

Book your Appointments and order your Repeat Prescriptions Online

The Practice during 2018 will be running a campaign to increase the use of Online Services. NHS England contractually requires Practices to increase their digital offer to patients by offering a number of online services. In the current challenging environment IT services not only improve the quality of care through enhancing patient experience of services but also enables practices to realise the benefits of reduced administration burden and eliminating errors that could arise through ordering prescriptions over the

telephone.

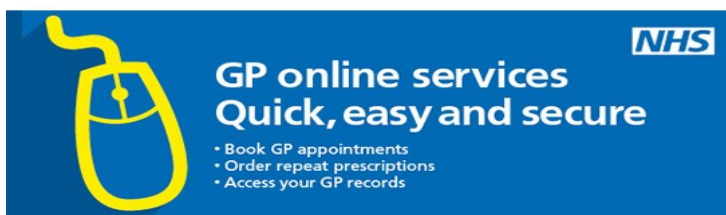
Did you know you can do the following online 24 hours a day 7 days a week:

- Book GP appointments, blood tests and medication reviews
- Cancel appointments
- Request any repeat prescriptions
- Change contact details
- View part of your medical records

To register for our online services you will need a user name and password to log into our website. This must be requested in person at the reception desk. You must provide photographic ID that has your name on (e.g. passport, driving license).

There is also an app that is available for smartphone and android users that can be downloaded for free from the App Store—search for SystemOnline.

Please ask at reception if you would like any help or advice using online services.



Practice Boundary

As a GP Practice we are not in a position to accept patients who live outside our Practice boundary. You can find our Practice boundary on our website under New Patients—Practice Area. If you are currently registered with the Practice and are moving or have moved home we ask that you

check your new address against the information available on our website.

Although we do appreciate the desire to remain with the Practice, our list size has grown and continues to rise this alongside the need to provide a quality timely service to our registered patients means that we apply this rule fairly and

consistently on all registrations.

If it comes to our attention that you live outside our boundary area you will receive notification to register with a GP Practice in whose catchment area you live. Thank you for your co-operation.

“We would like to know how we can improve our service to you and how you perceive our surgery and staff. Please have your say” Join the PPG

Appointments

96.4% patients attended their booked appointments over the last 12 months.

If you cannot attend an appointment for any reason please inform us as soon as possible in order for us to give the slot to someone

else.

We can all do our bit to save clinical time and to help us offer more appointments to our patients.

**GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?**

CANCEL IT!

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“We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim. The care of your health is a partnership between yourself and the Primary Health Care Team. The success of that partnership depends on an understanding of each other's needs and co-operation between us. Please help us make the best possible use of vital NHS resources”

If you would like to receive the practice Quarterly Newsletter via email please either complete the Communication Consent Form available at reception or go to our website where you will find the form to complete online in the 'News' section

www.ashbournemicalpractice.co.uk

Patient Participation Group (PPG) we need you!

The Practice needs to engage with patients. The Patient Participation Group was developed to ensure regular engagement with a representative sample of the Practice population, and needs to have a structure that reaches the broadest cross section of the patient population. The role of the PPG includes:

- ◆ Being a critical friend to the practice;
- ◆ Advising the Practice on the patient perspective and providing insight into the quality of the service;
- ◆ Encourage patients to take greater responsibility for their own and their family's health;
- ◆ Carry our research into the views of those that use the service;
- ◆ Organising health promotion events;
- ◆ Regular communication with the patient population;

The PPG is always looking for new members. We are particularly looking to recruit new members and parents with children, so that we can fully represent the patient population.

If you think you would like to play a part in this group, providing a vital link between the Practice and the patients, please ask for details at reception or see the PPG section under 'Have your Say' on our website; or simply come to a meeting. Ask at reception for details. You will be very welcome!

PPG Chair

