**

**GUILDHALL SURGERY AND PPG NEWSLETTER**

**SUMMER 2023**

**CLINICAL UPDATE**

 The surgery is excited to welcome the following new staff members:-

* Joe Swithenby – First contact Physiotherapist
* Ryan Vicencio – First contact Physiotherapist
* Ashleigh Jackson – Reception Team Leader

Sam Elsdon – Care Co-Ordinator will be working with our social prescribing team to help provide administrative support across our Primary Care Network (PCN).

We also now have in place increased provision of Clinical Pharmacists who you will receive your annual medication reviews with.

**SURGERY IMPROVEMENTS**

Our self check in system/screen has been updated and is now very quick and easy to use.

Building works are complete and we now have two additional clinical rooms being used and a number of rooms / offices have now had a fresh lick of paint!

You may notice that we have and will continue to undertake, improvements to assist patients with dementia by changing signage etc. to dementia friendly.

**APPOINTMENTS / URGENT APPOINTMENTS**

Our care navigators / reception team will continue to triage appointment requests and ask you for a description of your symptoms; **THIS IS AT THE GP’S REQUEST** and will assist in enabling them to provide you with the right appointment and treatment with the most appropriate member of our clinical team.

**Please note** that if you need to act on behalf of another person or discuss their care with us, we will need ‘Data Protection & Patient Health Record Information’ form completed by the person *and* witnessed by a 3rd party. The form is available in the ‘Further Information’ section of our website or a copy can be collected from reception. **Without** consent on an individual’s Health Record, **NO** members of our team will be able to disclose information or discuss patient care.

**WEBSITE**

Please visit our website for a host of additional information, forms and links:-

Details on how to register for GP online services, the NHS app can be used to view your medical information, request medication as well as making appointments.

If you have a health concern / medical condition and wish to receive advice, guidance or treatment, you can always send us an ‘E’ consult request (see icon). This is especially useful for repeat medical certificates (i.e. sick notes).

**HOME VISITS**

If you are housebound and require a home visit, then it is important that you telephone the surgery **BEFORE 11AM**. You will still be asked for a description of your symptoms and in some cases a clinician may also telephone you prior to a visit for further details.

**LONG TERM CONDITIONS**

If you have diagnosed long term condition/s (e.g. arthritis, asthma, diabetes, epilepsy, angina, heart failure, high blood pressure), the surgery will be in touch to make an appointment for your annual review (by month of birth order). In some cases, blood test results will be required prior to the review and if necessary, a blood test form will be provided to enable you to book directly.

**IMPORTANT – MEDICATION REVIEWS**

For patients on regular medication, it is really important you have an annual review with one of our nurses or clinical pharmacist team. This is to ensure your medication is current and up to date and enable you to continue to request repeat prescriptions. If you have not had this appointment please be aware that your prescription request may be delayed. You may also be required to have an annual blood test before this appointment. When booking please advise the prescribing or reception team the date your blood test has been booked for so they can arrange your review following this. (The date your medication review is due is shown on your repeat prescription form/s.)

**INFECTION CONTROL**

We request that if you have COVID symptoms please DO NOT attend the surgery. Please also advise our reception team if booking an appointment.

**HOT TOPIC** *by**Katy Cowling, Lead Practice Nurse*

As International Nurses Day was in May, I felt it was important to share some of the work my team and I have been doing to encourage new nurses to come and work in primary care.

We were really pleased to be picked and become involved with the Inspire Project run by our local Suffolk and North East Essex (SNEE) training hub. Our desire to teach and encourage the nurses of the future is very strong and how to support student nurses into roles within general practice, is top of our agenda.

Many of you may have been aware or have met some of the nursing students we have had on placement over the last few months. SNEE training hub are working alongside the University of Suffolk, the University of Essex and Anglia Ruskin University under the Inspire project, which aims to introduce student nurses to the unique general practice experience; support their development; expose them to the excellent prospect of general practice nursing, the role of primary care and to build and ensure workforce continuity for the future.

We have had wonderful feedback from our students and I hope that we can continue to inspire the nurses of the future through this project:-

“I had the pleasure of spending my 7-week placement with Guildhall surgery. Everyone that I worked with was very welcoming, friendly and keen to teach and share their knowledge with me. I learnt a lot from working alongside the nurses, HCA and observing the GP’s appointments. They listened to how I thought I could get the most out of this placement and arranged it so it was possible for me do this.”

**Type 2 Diabetes Patients**

The Integrated Care Board (ICB) has been working with Diabetes UK to run some patient-facing education events the first of which is on 14 June from 09:30am – 12:00pm.

For full details and to register visit: [Suffolk and North East Essex Living with type 2 diabetes education session Tickets, Wed 14 Jun 2023 at 09:30 | Eventbrite](Suffolk%20and%20North%20East%20Essex%20Living%20with%20type%202%20diabetes%20education%20session%20Tickets%2C%20Wed%2014%20Jun%202023%20at%2009%3A30%20%7C%20Eventbrite)

The aim is to re-educate Type 2 diabetics about the importance of self-care, attending routine checks and also to re-start patient support groups for those who would find that helpful.

**COVID BOOSTERS**

Several clinics were held over the spring period to vaccinate patients from Guildhall, Glemsford and Wickhambrook surgeries. They very successful and we would like to thank all our staff for their hard work in organising and delivery them. We will be in contact with the patients eligible for the Autumn/Winter campaigns in due course.

Our **PATIENT PARTICIPATION GROUP (PPG)** helps to communicate to us the views and perceptions from our patients of the services that we provide as well as ideas about how we could improve our service. Our Facebook page is very active and we are making it more interactive; we currently have a survey running on there and would be grateful for your participation with this. Alternatively we have surveys in the surgery in paper form, which can be completed when you next come into us. We like to encourage our patients to visit the Facebook and Website for information and updates regarding the surgery and general health information and news.

**TELEPHONE HANDSETS** – Since our telephone system was replaced in December, we have a number of Panasonic handsets (11 x KX-DT521 and 4 x KXDT543) going spare (for a donation!). If you know anyone that could make use of them, please contact the Office Secretary at the surgery.

**PRESCRIPTION REQUESTS**

If you wish to order repeat medications, you can do this by requesting in writing and posting in the surgery post box by the side entrance. Alternatively, you can order your repeats online, once you have registered at Reception for on-line access.

Please note that we will still need at least 2 working days before your medication will be ready for you to collect at your nominated pharmacy.

**PRESCRIPTION QUERIES**

If you have a query regarding your prescription or medication please call our dedicated PRESCRIPTION LINE. The line is open between 10:00 and 13:00 each working day. Alternatively, you can leave a message on their answering service and they will call you back. Please DO NOT direct prescription queries to our reception team as they will not be able to help you.

**SAMPLES**

If you have been asked by one of our team to supply a urine, stool, sputum sample etc., please ensure these are back to the surgery before 11:00am.

**USEFUL INFORMATION**

Contact Times:-

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|  | Monday - Friday |
| Opening Times | 08:00 – 18:30 |
| Surgery Times | 09:00 – 12:00 & 15:30 – 18:00 |
| Reception Telephone Lines | 08:30 – 13:00 & 14:00 – 18:30 |
| Prescriptions  | 10:00 – 13:00 |
| Secretarial / Reports | 14:00 – 16:00 |
| Test Results | 15:00 – 17:00 |

**Integrated Care Board (ICB) Training Events / Surgery Closures**

The Surgery will be **CLOSED** on the following days & times:-

* 12:30pm Tuesday 18th July 2023 until 8:00am Wednesday 19th July 2023 (*updated*)
* 12:30pm Wednesday 13th September 2023 until 8:00am Thursday 14th September 2023
* 12:30pm Thursday 23rd November 2023 until 8:00am Friday 24th November 2023

We apologise for any inconvenience this may cause and thank you for your patience.

If you need advice for any minor ailments, please see your local Pharmacist.

If you require urgent medical attention, please contact 111.

If you have a life threatening medical emergency please call 999 immediately.

Useful Websites:-

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| Guildhall Surgery website | [www.guildhallsurgery.co.uk](http://www.guildhallsurgery.co.uk) |
| Find us on Facebook  | <https://en-gb.facebook.com/GuildhallsurgeryClare/> |
| Government COVID 19  | <https://www.gov.uk/coronavirus> |
| Flu injections | [www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/](http://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/) |

***With best wishes,***

***The Guildhall Surgery Team***