



## SUMMER PRACTICE NEWSLETTER

AUGUST 2016

### Topics:

- Changes to prescription system
- Staff changes
- New telephone triage system
- Rota changes
- Laboratory Samples
- Travel
- Binbrook
- Useful Contacts

## CHANGES TO PRESCRIPTION

As you may have heard from the message at the beginning of our telephone system, the prescription system has changed slightly. As of the 1st August, patients will no longer be able to order prescriptions verbally, be it over the telephone or through the window in reception.

This is very important for safety purposes as it reduces the risk of any mistakes being made when ordering prescriptions. Sometimes patients are unsure of the name of the drug they are ordering, and receptionists can also mishear the names of drugs; was it Isosorbide Mononitrate or Isosorbide Dinatrate? This is not meant to be a hindrance to you. The Practice hopes that the

reduced number of calls for prescriptions will improve the speed which the Practice answers your telephone. Please feel free to let us know if you have noticed a difference.

Of course, there are alternative methods to ordering your repeat prescriptions.

Probably the most convenient method is by setting yourself up with the online services; this can be done by bringing **2** forms of identification to reception. One form must contain **photo identification**, and the other must have your **current address** on it. Once the receptionist has confirmed your identity, an username and password can be

printed off. You can then use these details to log into the online services to order prescriptions, book appointments and view results.

Alternatively, you can fill in the tickboxes on your repeats slip (the white piece of paper which is torn off of your prescription sheet) and hand this in to either reception or the chemist, or post it in one of the postboxes located either on the front door of the surgery or on the door in reception.

If you are unable to come into the surgery, you can post it to the Practice.

## TRiage SYSTEM

The Practice has adopted a triage system to deal with daily requests. Triage explained:

It is preferred if a Patient contacts the Practice between 8am and 1pm but it is recognised this is not always possible, and the receptionist will ask you to provide your name, contact details and a brief summary of the problem (if you wish to keep this private please just inform

the receptionist that you do not wish to say the reason). You will then receive a call from the doctor. The doctor will assess each call and manage accordingly, this could be one of the following:

1. Book in for blood tests
2. Book to see the nurse or nurse practitioner
3. Treat over the phone

4. Arrange a face to face consultation with a doctor, this may not be the doctor who contacted you.

The Practice will try twice before recording that they have been unsuccessful in getting through. It is important that the contact number you give reception can be accessed when the GP phones you.



## STAFF CHANGES

As you are all aware, Dr. Backhouse left our surgery in March. Since she left, the Practice has had regular locum doctors which include Dr Meiwald, Dr Repala, Dr Vakkund and Dr Walters to name the most frequent attenders, this also means the Practice can offer a female doctor. The Practice is currently advertising to find a new GP. The Practice has also expressed interest in a Lincolnshire wide scheme to recruit GPs from abroad. The Practice will keep you informed on any changes.

Nurse Joanne Jackson left the practice in May. The Practice has increased the skill mix within the nursing team to accommodate the change. Claire Poole, a new Health Care Support Worker joins the Practice at the end of August.

Paula Caseley, one of the receptions, left us in July so look out for a new face, Laura Borthwick, who starts in August.

## TRAVEL

Please remember to give the Practice **6** weeks notice if you need any vaccinations for your travel abroad. Ask reception for a form which needs to be completed as soon as the date for travel is known.

## BINBROOK

The Partners at Caistor, Drs Sambhangi & Burton are working closely with Binbrook Surgery. The Practices continue to work independently but the GPs will have a presence at both sites. They are supported by Dr Muns and the Nurse Practitioner Catherine Naden at Binbrook.

## ROTA CHANGES

You may have noticed that some of our clinician's rotas are different now. The timing and layout of some appointments has been adjusted for convenience and efficiency.

Nurse Katy Chesters is the nurse practitioner for the Practice and her appointments are reserved for medication reviews and minor illness appointments.

An ear syringing clinic has been set up for either a Monday or Friday; this allows the Practice to comply with infection control standards, please be aware you can only book for ear syringing in these clinics.

The baby clinic is now on Wednesdays. Please book into this clinic when your child requires their vaccinations and immunisations.

## LABORATORY SAMPLES

If you are requested by a clinician or hospital to give us a sample (urine, faeces, sputum or nail clippings) you can request the appropriate sample container from reception. We request that all samples could be brought in **before 1pm** so that they can be tested in-surgery or sent away to the lab as appropriate. In some cases clinicians may ask for a sample to be handed in after this time however the Practice **cannot** accept any samples after 4pm as this is after the last collection for the lab and as samples must be tested on the same day, these samples will be destroyed.

## USEFUL CONTACTS

Unfortunately, due to reconfiguration, the district nurses no longer operate from our practice— you can now reach them at Market Rasen on **01673 233600**.

If you need to get in touch with the midwife you need to now ring the midwife please ring **Grimsby Hospital 01472 875548 or Louth Hospital 01507 600100 ext 1214**.