
The New Springwells Practice Medical Equipment Fund

AGM/Patient Meeting

20th September 2018

18.00

Practice Update

The Partners would like to take the opportunity to thank the Trustees of the medical Equipment Fund and all the helpers and supporters for their commitment for raising funds and accepting patient donations.

Once again the Annual Christmas Coffee Morning and Care fair in the Village Hall was a very successful event, with many health and social care organisations attending with a wealth of information available for our Practice patient population. To support the greater use of technology Barclay's Bank Digital Eagles attended to help any patients who would like to learn more about information technology. There was also an opportunity for patients to talk to the Practice Manager and Nurse Care Co-ordinator about the Practice and any concerns they may have.

The St Georges day Quiz was once again another successful night.

The Practice patient population has increased from 6350 in September 2017 to 6460 in September 2018 with a great deal of movement of patients moving into the Practice then moving out.

Practice Improvements. Maintenance: Most of the consulting rooms are in need of some repairs. Perspex will be added to some walls to protect them from damage and marks. This will hopefully happen over the next few weeks.

New Staff to Welcome to the Practice.

Sandra Johnson has joined the Practice Team as a full-time Medical Notes Summariser.

Lisa Ferrier has also joined the Practice as a Receptionist/Read-coder. Lisa will split her time between reception and the scanning and coding of Hospital letters.

Dr Shah GP Registrar has joined the Practice to complete his 3rd year of training.

Jo Hedley Senior Practice Nurse has commenced her Nurse Prescribing Course at Anglian Ruskin University.

Debbie Kennedy joined the Practice in May 2018 as our new HCSW. Mandy Moss has now joined the Dispensary Team.

Infection Prevention. Jo and Debbie have now taken over responsibility for Infection Prevention and any issues should be directed to Jo.

Urgent Patient Access sessions are now run every weekday morning and afternoon for urgent patient requests. These sessions are run by the Nurse Practitioners Jane and Maria and are working very well. Pre-bookable appointments can be booked with the Practice Nurses and the GPs 4 weeks in advance. Late appointments are available on a Tuesday Eve with a GP and Practice Nurse from 18.30-20.15.

Federation Patient Access Extended Hours Provision

The new service is part of an extended access service which has been commissioned by NHS South West Lincolnshire Clinical Commissioning Group. While this service is not something that was desired locally, it is a national service that will happen as it has been mandated by NHS England to improve patient access to primary medical services.

Extended hours run between 18:30 and 20:00 weekdays and 09:00 and 12:00 Saturday and Sunday and are available on bank holidays and across the Easter, Christmas and New Year periods.

Appointments are for pre-bookable, non-urgent consultations with GPs and Nurses. Examples of these include chronic illness, asthma checks and routine GP appointments. Patients will not know the name of the clinician they will be seeing. Appointments are not available to be booked on-line at the present time. Patients are required to give consent at the time of booking for the clinician in the Sleaford hub to be able to access their record.

The service is being delivered at Sleaford Medical Group (Sleaford Hub) and is managed by a federation of GPs in the Sleaford area. This means that your appointment could be with a health professional from any of the federation practices.

Important things to remember

1. These are pre-bookable and not urgent, acute 'on the day' matters
2. Booked in advance through our Reception.
3. May be with a health professional from any of the federation practices
4. At Sleaford Medical Group, Riverside Surgery, 47 Boston Road, Sleaford, Lincolnshire, NG31 7HD
5. Extended Access hours are between 18:30 and 20:00 weekdays and 09:00 and 12:00 Saturday and Sunday
6. These appointments are additional capacity across the federation practices
7. You need to give your consent to sharing your health record with another health professional when you make the appointment.

Influenza Vaccinations.

Trivalent Fluad: 65 and over Vaccinations are in stock.

Quad Vaccine Sanofi Pasteur 18-64y will be delivered 28.9.2018

Under 18 years: will be delivered between 3.10.2018-9.10.2018.

Various Influenza vaccination Clinics have been arranged as advertised, including late nights, early mornings, and Saturday mornings.

MATTERS ARISING

SUGGESTIONS FROM PATIENTS	PRACTICE ACTION	RESPONSIBILITY
AUTOMATIC DOORS TO THE FRONT ENTRANCE TO ASSIST PATIENTS WITH PHYSICAL DISABILITIES	PRACTICE MANAGER WILL DISCUSS WITH PARTNERS AND THE LANDLORD DISCUSSED WITH GP PARTNERS. CS WILL LOOK INTO FEASIBILITY WITH A DOOR EXPERT AND GATHER QUOTES FOR REPLACEMENT DOORS TO THE MAIN ENTRANCE	C. SCHOFIELD
MICRO SUCTION FOR THE REMOVAL OF EAR WAX.	PRACTICE MANAGER WILL DISCUSS WITH THE LOCAL GP FEDERATION AS TO THE POSSIBILITIES OF PROVIDING THIS SERVICE IN GP PRACTICES. NO PLANS AT THE PRESENT TIME. EAR-SYRINGING WILL CONTINUE IN THE PRACTICE	C. SCHOFIELD
ON-LINE REGISTRATION TO BOOK APPOINTMENTS, MEDICATION AND ACCESS THE MEDICAL RECORD. SHARING RECORDS AND INFORMATION	SENIOR RECEPTIONIST DESCRIBED HOW THE PROCESS WORKS. HAPPY TO DISCUSS FURTHER WITH INDIVIDUALS.	J. FARRELL
COULD THE PRACTICE HAVE A "FACEBOOK"	THE PRACTICE WILL NOT BE HAVING "FACE BOOK" DUE TO THE INHERENT RISKS ASSOCIATED WITH IT. OTHER PRACTICES IN THE AREA HAD FOUND IT CHALLENGING. THE PRACTICE ALREADY HAS A WEBSITE WHICH WE TRY AND KEEP CURRENT AND UP TO DATE.	C. SCHOFIELD
TEXT REMINDERS TO LAND-LINES	AT THE PRESENT TIME. APPOINTMENT REMINDERS ONLY CONNECT TO MOBILE	

	PHONES. MJOG PROVIDES THIS SERVICE AND ONLY SENDS THEM TO THIS FACILITY.	
AS FEW PATIENTS ATTENDED THE MEETING IT WAS THOUGHT IT SHOULD BE BETTER ADVERTISED. LOCAL PARISH/CHURCH MAGAZINES.	<p>PRACTICE MANAGER TO IMPROVE ADVERTISING.</p> <p>A NEWSLETTER WAS WRITTEN IN JULY TO IMPROVE PATIENT COMMUNICATION AND THIS WAS SENT TO VARIOUS LOCAL CHURCH/PARISH MAGAZINES.</p> <p>THE MEETING HAS ALSO BEEN ADVERTISED ON THE PRACTICE WEB-SITE.</p>	C. SCHOFIELD.
APPOINTMENTS	<p>THE NURSES APPOINTMENTS CANNOT BE BOOKED ON-LINE AS SYSTEM ONE CANNOT SUPPORT VARIOUS LENGTHS OF TIME FOR THE VARIED NURSING INTERVENTIONS.</p> <p>DRS APPOINTMENTS ARE 10 MINUTE SLOTS, HOWEVER THE DOCTOR WOULD GIVE YOU LONGER DEPENDING ON THE REASON FOR CONSULTING OR YOU MAY NEED ANOTHER APPOINTMENT TO CONTINUE FOLLOWING INVESTIGATIONS OR INTERVENTIONS.</p> <p>THE NURSE PRACTITIONERS HAVE 15 MINUTE APPOINTMENT ALLOCATIONS.</p> <p>PRACTICE NURSES AND HCSW CAN VARY BETWEEN 10 MINUTES AND 50 MINUTES DEPENDENT ON INTERVENTION.</p>	C. SCHOFIELD
WAITING ROOM CHAIRS TO BE REPLACED	GRAHAM WILL LOOK INTO IDEAS FOR REPLACING WAITING ROOM CHAIRS.	G. EAMES
PHARMACY TO YOU WAS DISCUSSED	NO ACTIONS	JP AND JL DISCUSSED WITH GROUP.

