

Balmoral Surgery Newsletter



Please only park in the disabled spaces if you are disabled.

Staff Changes

In August two of our Registrars will be leaving us, Dr Uche and Dr Ansari and three new Registrars will be joining the Practice, Dr Ruth Barker, Dr Gemma Dardennes and Dr Sen Selvarajah. Dr Dardennes will be with us for four months, and Dr Barker and Dr Selvanajah will both be here for one year.

One of our long standing members of staff left the Practice in June, Sue Cowie. Sue will be extremely missed as a receptionist and an HCA.

We are pleased to welcome two new members of staff to the practice, Claire Miller has joined the practice as a Medical Secretary and Cheryl Chettleburgh has joined the team as a receptionist.

Parking

Please ONLY park in the disabled spaces in the surgery car park if you are disabled.

Even if you are disabled, if you can use the main car park please do so, so that severely disabled who really need the spaces can park there.



Current projects taking place in General Practice

This year the practice has a number of new projects taking place. Here is a brief summary of these projects;

Over 75s project

Resources are currently extremely stretched in the NHS. Only 10% of our practice population is over 75 years old, yet this group consume 40-50% of the NHS budget. This year, projects are being targeted at this group to ensure that money is being used as effectively as possible, and to try and improve the patient experience that this group have.

As part of the project plan, patients over 75 years old will have a named GP who is considered the main professional co-ordinating that patient's care and all patients at Balmoral Surgery should have been informed who their usual doctor is. However, whilst patients have a named usual doctor, this does not mean that patients have to see this doctor all the time, patients can still see whichever doctor they wish to see.

One of the aims of the over 75s project is to reduce the number of 999 calls that are generated and transfers to A&E departments for patients who could be treated more appropriately in the community setting. For this part of the project Balmoral Surgery are working with all the other Deal practices as we believe that tackling this problem as a locality will lead to better outcomes and there will be more resources available.

The project plan includes care plans for patients who are aged over 75 years who live in care homes, and patients over 75 with ambulatory conditions. The care plan will be individual and created with the patient's usual GP. The aim of the care plan is for the patient's GP to put in place steps to prevent patients having unplanned hospital admissions, unless necessary, and to improve communication between health professionals. Deal practices are currently also working with the local paramedics to create new protocols regarding taking patients to A&E departments, and work is being done to improve communication between the ambulance service and primary care to ensure that paramedics can hand patients over safely to their GP, rather than take them to A&E. Patients aged over 75 years, have also been given a direct line to a health co-ordinator at the surgery to improve the access that patients have to their usual GP. Deal Practices are also trying to work more closely with Care Homes. As the staff in residential homes are not medically trained, care homes sometimes generate a lot of 999 calls and this can result in a traumatic experience for patients.

Enhanced Service for unplanned admission avoidance

There is another project taking place in Primary Care which also focuses on reducing hospital admissions, however the cohort for this project is the top 2% of patients who have had unplanned admissions to hospital in the last year and so can be patients of any age who have been into hospital previously. This project also focuses on care plans as a way of reducing hospital admissions. Patients in this group will be contacted by their GP, and the patient and the GP will create a care plan for the patient to follow and for other professionals to use if necessary.

As part of this project, the practice has given a direct line telephone number to local services including Ambulance, A&E, care home, mental health providers and social care staff to use to make communication with the surgery easier.

Clinical triage telephone system

The practice is currently trialing a telephone triage system on Tuesdays and Fridays. One of the points in the action plan following last year's practice survey was to look at alternative appointment systems and hence we are trialling a new way of working to try and ensure that all patients who need to be seen on the day by a GP can be.

If a patient rings for an urgent appointment on a triage day, they will automatically be added to a list for a doctor to call within the hour. The doctor will try and deal with the problem over the phone, and if this is not possible, they will book the patient in with a doctor that day. So far this pilot has been successful and has also reduced the number of out of hour's calls over the weekend.

Information Sharing—Medical Interoperability Gateway (MIG)

Information sharing is key to the success of this year's projects. One of the aims of the current projects is that by creating a care plan for patients, this will reduce unplanned admissions. However this will only be the case if this care plan is available for other health professionals, including the out of hours team and paramedics. Therefore there is a lot of work being done which focuses on using the Medical Interoperability Gateway (MIG). The MIG acts as a viewer to patient's records in other health settings, for example the hospital will be able to use this to view an agreed amount of information from a patient's primary care records etc. The MIG has been used in Thanet by the hospitals and paramedics and has been found to reduce admissions by 17%.

The MIG is a viewer and no information is actually leaving any of the health sites, it is just being viewed as a one off. In addition, before any clinician can use the MIG to view a patient's record, the patient will be asked for their consent, and if they decline the clinician cannot look at it. Any patient who has already opted out of the Summary Care Record, will automatically also be opted out of the MIG project.

Did you know??

There is a local GP working for the out of hours service 24 hours a day. If patients need to access a GP out of hours they need to ring 111.

Appointment Length

Please note that appointments with a GP are for 10 minutes,. If you think that you require longer than this time, please inform the receptionist of this and ask for a double appointment.

Recent Improvements

Following suggestions, in the suggestion box in the waiting room, the practice has changed the settings on the check- in screen so that it now displays the waiting time that you are

likely to have before your appointment. However, the time may alter depending on the time the patients before you are in with the doctor.

Have you ever visited our Practice Website?

Our Practice website offers up-to-date information about the practice and the services that we offer. It also has other useful contacts.

www.balmoralsurgery.com

Infection Control

The Infection Control lead within the practice is Sarah Fulbrook (Nursing Team Leader). The practice has strict protocols and procedures in place to ensure that infection control takes place. If you have any concerns about infection control within the practice, please ask to speak to Sarah.

Please cancel your appointment if you cannot attend!

From 1.5.14 to 30.6.14 there were

342

unattended appointments.

The practice now has a cancellation line which patients can text to cancel their appointment, the number is **07513225850**, please include your name and the date and time of your appointment.

Planned Closures

Please note that Balmoral Surgery is closed from 1pm on some days once a month to allow the doctors and staff to have protected learning time. These sessions are arranged by the South Kent Coast Clinical Commissioning Group and offer the opportunity for the Surgery teams in our locality to get together for training purposes. These are usually on a Thursday afternoon, although not always, and are usually held once a month.

The dates of the next planned closures are as follows: 18/9/14, 16/10/14 & 20/11/14

Patient Forum Group

If patients wish to have a say about the services provided by Balmoral Surgery and decisions being made by the local commissioning group, they are invited to attend our patient forum group. Patient forum groups have a very important role to play in the future of the NHS, and we welcome new members to the group. The group meets three times a year, if you are interested in joining this group please contact Becky.



*Our next meeting will be held at the surgery on 7th October 2014
@ 6pm*

Polite Request

Please do not eat and drink whilst in the waiting room.



Useful Telephone numbers:

Crossroads—a charity that can provide a 'sitting service' for carers or an emergency care service is 0845 095 6700

Carer's Support— For services such as the “Dementia Café” please ring this telephone number, 01304 364637

Patients can self refer to a number of services

Patients are able to self refer to some NHS services. Self-referring to services saves patients a lot of time as they do not need to make an appointment with a doctor. If patients self-refer to services, it also means that the appointment that they would have made to obtain a referral from the Doctor, can be used for patients who do need to be seen.

Patients can self refer to the following services;

- ◆ **Podiatry**
- ◆ **Physiotherapy**
- ◆ **Weight Management**
- ◆ **Smoking Cessation**

To refer to podiatry and physiotherapy you need to complete a referral form at reception. If you wish to self refer to weight management or smoking cessation, you can book an appointment for these clinics either in person, over the phone or online.
