

# Balmoral Surgery Newsletter

Winter 2019/2020 - Accessible version

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## Staff Changes

Dr Vanescia Dookie who was our GP registrar, has accepted our offer of a salaried role and is working eight sessions a week.

Dr Prem Pal has also joined our team and is currently working six sessions a week, increasing to eight sessions a week from April.

Angela Hill has joined our management team from Manor Road Surgery and will be working part time as our Quality Co-Ordinator.

We also have a new receptionist, Becca Recas.

Welcome to all of our new team members.

We are very sorry that Dr Billie Murphy has decided to leave General Practice and increase her sessions at the Pilgrim’s Hospice.

Helen Tedder, the Paramedic Practitioner, has also left and moved to Thanet.

We wish them both well for the future.

## Deal & Sandwich Primary Care Network

There has been another change in the organisation of Primary Care and Practices are now working both individually as always, but also together in localities covering patient numbers of 30,000 to 50,000. We are working with the other Deal Practices (The Cedars Surgery, St Richard’s Road Surgery and Manor Road Surgery) and Sandwich Medical Practice (the recently merged Market Place and Butchery Practices) and are known as the Deal and Sandwich Primary Care Network. Dr Ian Sparrow is the Clinical Director and Angela Hill, previously the Practice Manager at Manor Road, is the part time PCN Administrator.

## Computer Update

### Migration of clinical system

As many patients will be aware, in June 2019 Balmoral migrated clinical computer systems. This was a major undertaking and resulted in some planned downtime. We were able to look at what we would be able to do and plan for how best to manage our patient interactions during that period. We issued double quantities of prescriptions in some cases to allow patients to have uninterrupted supply of their medication. We formulated work arounds for the clinicians to be able to continue to consult with access to read only notes in the outgoing system. All in all, it didn’t go too badly although the changeover continues to have a knock-on effect several months on. There was a huge backlog of work to be done to enter the information generated during the downtime and whereas we were knowledgeable users of our previous system having used it for many years and attended conferences and user groups to improve our usage, now we are all learners. It is a steep learning curve and behind the scenes the admin team are working hard to get back to where we were with regard to templates and searches etc.

### Serious Incident with document management system

Many surgeries in East Kent use a document management system called Docman. There have been some issues with Practices not receiving letters from the local hospital and upon investigation a serious incident was declared meaning Balmoral had to recheck over a thousand documents and audit the outcome. This was around the time of the clinical system migration and so for us couldn’t have been worse timing. The admin team worked hard to do this work which identified than none of our patients had suffered harm as a result of the delays. Due to this, all practices are being migrated to a newer version of Docman and for Balmoral this was January’s challenge. The admin team have another new software to learn and so please do bear with us should you have a query and the staff take a little while to navigate the system before they can help you.

### Snomed coding

Primary care uses a system called Read Coding which is a code applied to patients’ records to note a particular chronic illness or diagnosis etc. This allows us to search on patients on our list to check eligibility and ensure appropriate patients receive regular invitations for annual check-up/review, blood tests etc. There is a national programme to change this to a new coding system called Snomed. For Balmoral this will happen during January and means yet another change and working with something else that is completely new.

As you can see, we have been hit with a catalogue of changes in the last few months. These have taken up a lot of time in re-training staff and implementing new working processes and all of the team are still on a learning curve so we would continue to ask for your patience if we take a little longer to provide answers to queries than we have previously done and thank you for your understanding.

## Prescriptions

Following a consultation with our Practice Forum it was agreed that from 01.08.19 we will require 72 hours’ notice to prepare repeat prescriptions.

Eg Prescription Ordered:

**Monday** will be ready to collect after 5pm **Thursday**

**Tuesday** will be ready to collect after 5pm **Friday**

**Wednesday** will be ready to collect after 5pm **Monday**

**Thursday** will be ready to collect after 5pm **Tuesday**

**Friday** will be ready to collect after 5pm **Wednesday**

We would encourage all patients to arrange to have their repeat prescriptions sent electronically to the pharmacy of their choice. This means there is no need for a paper prescription and it cuts down the interactions the patient needs to order and collect their prescription and then their medication. Once ordered the, the prescription transfers electronically to the pharmacy of your choice meaning the patient does not need to call on at the surgery to collect a paper prescription. Patients who are interested in this service should contact reception or their chosen pharmacy for more information.

Patients choosing to sign up for online services can order their prescriptions online or if you do not have access to a computer your chosen pharmacy can order it for you.

## Practice News

### Staff Training

Please note that Balmoral Surgery is closed from 12.30pm 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.

The dates of the next planned closures are as follows:

30.1.20, 27.2.20, 23.4.20, 28.5.20, 10.6.20, 17.9.20, 29.10.20, 26.11.20.

### Tell us what you think

If patients wish to have a say about the services provided by Balmoral Surgery, 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 Paula.

Our next meeting will be held at the surgery on Tuesday 18th February 2020 at 6.00pm.

**If you would like to look at minutes from our previous meeting, please visit our website (www.balmoralsurgery.com) and follow the link to the patient forum page or ask at reception.**

## Medication switches

The Medicines Management team at the local Clinical Commissioning Group make recommendations to clinicians in primary care for the most clinically and cost-effective medications. These are used to produce the formulary of medicines, dressings and appliances that are available for clinicians to prescribe. If the medication you take has been reviewed, you may get a letter explaining that you will be switched to a different form of the same ingredients meaning a different medication. If you receive such a letter and have a query, please contact the telephone number given for the Medicines Management Team rather than the Practice. We are following the guidance given to us and so the Medicines Management team is best placed to answer any queries you may have.

## Zero Tolerance Policy

The Practice takes it very seriously if a member of staff or one of the doctors or nursing team is treated in an abusive or violent way.

The Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients has to be in place. All our staff aim to be polite, helpful, and sensitive to all patients’ individual needs and circumstances.

Anyone giving verbal abuse to members of staff, either in person or over the telephone, will be sent a letter from the Practice Manager advising that this behaviour will not be tolerated. Any future violation of this policy may result in the removal from the Practice patient list.

We feel sure that you will understand that proper behaviour is absolutely necessary for our staff and patients and that non-observance will not be accepted.

## Sweet Potato & Leek Patties

Delicious golden patties served with a warming ginger sauce.

**Serves 4**

### Ingredients

**Patties:** 900g sweet potatoes, 4 tsp sunflower oil, 2 medium leeks, 1 garlic clove, crushed, 2.5cm piece root ginger finely chopped, 200g can sweetcorn, 2 tbsp low-fat natural fromage frais, 60g wholemeal flour, salt & pepper.

**Ginger Sauce:** 2 tbsp white wine vinegar, 2 tsp caster sugar, I red chilli chopped, 2.5cm piece root ginger cut into thin strips, 2 tbsp ginger wine, 4 tbsp vegtable stock. 1 tsp cornflour.

**To Serve:** mixed lettuce leaves, spring onions shredded.

**Method:**

Peel the potatoes and cut into 2cm pieces. Place in a pan with water and boil for 10-15 minutes. Drain and mash and leave to cool.

Heat 2 tsp of oil and fry the leeks, garlic and ginger for 2-5 minutes. Stir the leek mixture into the potato with the sweetcorn, seasoning and fromage frais. Form into 8 patties and toss in flour to coat. Chill for 30 minutes.

Preheat the grill to medium. Place the patties under the grill and brush with a little oil. Grill for 5 minutes and then turn, oil and grill for another 5 minutes or until golden. Drain on kitchen paper.

For the sauce, place the vinegar, sugar, chilli and ginger in a pan. Bring to the boil and simmer for 5 minutes. Stir in the ginger wine. Blend the stock and cornflour to form a paste and stir into the sauce. Heat through, stirring until thickened. Transfer the patties to serving plates, spoon over the sauce and serve.

## Friends and Family Test

Balmoral Surgery is always keen to get feedback from our patients. We encourage patients to complete our friends and family test and if we have a mobile number recorded for a patient we will send them an invite to complete this after any appointment they have. We also have paper copies of this questionnaire at reception if anyone would like to complete this survey but does not have a mobile telephone. They results for December’s survey are listed below;

**How likely are you to recommend your surgery to your friends and family?**

Don't know 2

Extremely unlikely 9

unlikely 3

neither likely or unlikely 9

Likely 86

Extremely Likely 196

Total 305