



Ash Grove Medical Centre

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Ash Grove Medical Centre
November 2018

Ash Grove Medical Centre Services

GP Numbers Continue To Fall Despite Government promises!

Latest official figures from NHS digital shows a further reduction in full-time equivalent GP posts of 157 between December 17 and March 18. Since September 2015, the number of GPs has fallen by more than 1400. The number of GP trainees (GP registrars) has reduced by 200 over the same period.

This confirms that there has been little progress towards achieving the governments ambitious target of 5000 extra GPs by 2020, a promise that was made in 2015, 3 years ago. Indeed things are going backwards.

GP leaders have called for urgent action to tackle the problem, as reduced numbers of GPs struggle to deliver the care that patients need. This in turn impacts on the sustainability on the wider NHS and the ability of the workforce to make the necessary changes to help improve healthcare provision.

This is why, in line with new official NHS guidance, we place significant emphasis on patient education, and why we encourage all our patients to self-care, self-refer and use severely strained NHS services appropriately, for the benefit of all.

Medication reviews!

We now have onboard working with us two pharmacists. They are working with us performing our medication reviews. If you are on 6 or more medications then you will be offered a face to face appointment with one of the pharmacists. If you are on 5 or less medications then you will be offered a telephone appointment with either of the pharmacists.

They will go through all your medications with you and make sure you are taking them all safely and if there is a safer alternative they will offer this to you. They will also try and reduce the amount of medications you are taking if this is possible to try and improve your health.

Please make the best of this opportunity and let the pharmacists perform your medication reviews and save the GP appointments where possible more appropriate health issues.



Closed Bank Holidays!

The surgery will be closed on Tuesday 25th December and Wednesday 26th December, it will re-open on Thursday 27th December. It will also be closed on Tuesday 1st January 2019, it will re-open on Wednesday 2nd January 2019.

Missed Appointments.

Our objective is to provide the best service we can for our patients but we need patients' cooperation to do this. Wasting appointments impedes our ability to see all the patients who need consultations.

If you need to cancel an appointment we would be grateful if you could notify reception in good time to allow your appointment to be given to another patient. In October 2018 **223** appointments were missed, costing **47 hours** of medical staff time.

Members of staff left and new members started!!!

Hannah Ash, one of our Practice Nurses has unfortunately left the surgery to go to pastures new.

We would like to welcome on board a new Practice Nurse called Helena Moran, a new Health Care Assistant called Clare Hughes and a new receptionist called Nicola Jackson

2018 Flu Vaccinations

Adults and Children

We are still continuing with the flu vaccinations this year.

If you have had an invitation by text message or by letter and you wish to have the vaccination please contact the surgery to book your appointment.

Childrens Flu Vaccination Program

Dear Parent/Guardian

If your child is between 2-4 years they are eligible for a nasal flu vaccine. Clinics will soon become available and you will be notified via SMS text message or letter inviting you to bring your child for a vaccination against the flu virus.

Children between 5-17 years will be eligible for a flu nasal vaccine if they appear in a at risk group which include conditions such as Diabetes. If you are unsure whether your child should be vaccinated please enquire at reception. All eligible patients will be contacted via SMS text messages or letters.

Record Sharing

There may be times when we need to share your medical information with other NHS organisations or we may need medical information from them. Our system is able to do this for us as long as we have your consent.

Please be aware that you will be asked whether you would give permission to do this, it will help us give you the best possible care and treatment if you let us do this.

If you would like anymore information on this please ask at reception.

Online Services

As you should be aware by now we no longer take your repeat prescription requests over the telephone.

You can bring your repeat slip in to the surgery or you can order it online.

As well as ordering your prescriptions online you can book routine GP appointments, view your summary care record and view your detailed coded record.

We are encouraging as many patients as possible to do this, if you want anymore information on this or require getting access to this then please enquire at reception.

Hospital Appointments

Appointment times in hospitals are lengthening as with everything else in the NHS. We are often approached by patients who have rung the hospital, and have been told to 'contact the GP to chase your appointment'. This is in fact incorrect advice.

The hospital should, according to it's contract, liaise directly with the patient about their appointment. As GPs, we have no influence, upon hospital schedules, especially when the hospital already has all relevant clinical information to guide when an appointment should be.



Make the most of your GP!!

Try not to worry!!

If you get a message, letter or call from us telling you to make an appointment with the doctor following a result, please try not to worry. Your doctor will have already looked at the result and deemed that your condition can be reviewed at their next available appointment, which may entail a wait to be seen.

Please be assured that we will always contact you urgently (often by telephone) should you need to be aware of any results which could be caused by a serious

health problem.

Tests arranged by hospital.

We are often asked about results, or actions on results of tests that have been arranged by the hospital. Patients should be aware that we do automatically receive copies of results from the hospital, and that such results will always go to the doctor who organized the test in the first place.

This is in line with current guidance which states that the doctor requesting the test has the responsibility of ensuring that the result of such a test is acted upon. Therefore should you need hospital test results or have a query on what action is required, then please contact the hospital directly. They are obliged to answer your queries.

Appointment Choice!!

We respect patients wishes to book appointments for the day and time of their choosing, and we aim to accommodate requests to see us outside office hours, however, if you need to see a doctor urgently or same day, your choice is necessarily limited to the doctors who are available and consulting at the time.

Therefore should you have an acute medical problem that needs urgent attention, you may have to leave work to see us. We apologise for the inconvenience. Patients are advised to seek advise regarding any statutory or contractual rights to time off to see the doctor.

Please also remember that we do hold a Triage system so if you have an urgent medical need you will need to be available on the phone for our Triage team to contact you. Our aim is to contact you with 4 hours on the specific day,