

Moordown Medical Centre- Newsletter

Issue 1- July 2019

Welcome to our newsletter. We hope to produce a quarterly version informing you of topical events. This will also be available on our website.

www.moordownmedicalcentre.co.uk

STAFFING NEWS

Last year we welcomed Clare Parry as a Nurse Practitioner to the practice. Clare is complementing our clinical team. Nurse practitioners are trained nurses who have completed a specific degree to extend their role to include: examining, diagnosing and treating, including prescribing for a wide range of health conditions. We also welcomed Sarah to our Reception Team in October.

We are also excited to inform you that Dr Wright has started her Maternity Leave and Dr Parsons will be covering her for the period of this absence.

DNA's (Did not attend)/Missed Appointments

Please help us to help you by letting us know if you are unable to make a pre-booked appointment as we can always fill appointments. This avoids wastage and improves waiting time for appointments.

We have also started using a text message reminder service which allows patients to text back the word CANCEL to cancel booked appointments. Please ensure that we have the correct mobile number for you and you have consented for us to send you reminders. This will help improve appointment availability. Please remember to only reply with the word CANCEL as anything else will not cancel the appointment.



TRAVEL

If you are planning on travelling overseas and require vaccinations, please ensure that you submit a completed travel application form at least 8 weeks in advance so that the correct advice and immunisation can be given to you in advance of your travel dates. If your travel dates are inside this 8-week period please attend a private travel clinic such as Boots, Castlepoint Travel Clinic. Please note we are unable to proceed with an appointment if your travel date is just one day outside of the 8-week window.



TELEPHONE TRIAGE SYSTEM.

As you are aware, we introduced a new urgent on the day request system back in 2017. Thank you for all your feedback concerning this system and for your support and patience during the trial period. This system has been hugely successful in helping us to manage increasing demand for appointments and prioritising requests allowing our GP's time to care for patients with more complex health conditions. Our focus is to ensure all our patients get the right care at the right time with the most appropriate health profession and formulated the plan to recruit a Nurse Practitioner. We plan to continue with the system but are always open to ideas and feedback on how to improve our patient experience further.

STAFF TRAINING DATES- PRACTICE CLOSURE INFORMATION

The Practice is closed between 12pm and 2pm on the first Wednesday of every month. During this time, should you have an **urgent** problem, please contact 111. We re-open again at 2pm so 111 should only be used for urgent medical problems

The Practice undertakes 4 training sessions each year for staff, where the practice is closed during this time. Again, please contact 111 in the case of an URGENT medical problem. The dates of the next sessions are:

Thurs 24th October 1330pm-1630pm (re-opening at 16.30pm)

Tues 21st January 2020 1530pm-1830pm



EAR SYRINGING

We are experiencing unprecedented increase in list size which has resulted in an increase in demand for appointments. To future proof the practice and create appointment capacity, we have decided to withdraw our ear irrigation service. In future patients will be directed to a local pharmacy for advice for over the counter preparations for blocked ears. Patients requiring ear syringing will need to contact Spec Savers, Bournemouth or any other private provider who can arrange for your ears to be syringed. They will inform you of their charges.

Patient Involvement

Patient feedback is essential, and we welcome all your feedback, good and bad, to help us to improve our service to you. This can be done by taking our Friends and Family Test, by visiting our website and filling out the short survey or complete a survey when you next attend the surgery.

We are also looking to increase the number of members in our Patient Participation Group. If you think you have some spare time to answer a few questions or complete a short survey. Please email Moordown.patients@dorset.nhs.uk expressing your interest.



Watch out for the next issue in October.....