

## MUNRO NEWS – ISSUE 2



### “BETTER HEALTH TOGETHER”

#### CLINICIANS:

- We would like to welcome our two new Registrars to the practice, both Dr Adisa and Dr Chuma are fully qualified doctors who are now undertaking a 3 year GP registration course, this involves further hospital medical training in specialities which may include paediatrics, geriatrics, psychiatry, dermatology and general medicine etc. and an attachment to a practice under a supervising qualified GP. All GPs must undergo this training before they can become fully qualified GPs in their own right.
- Our lead paramedic James has undertaken the minor surgery course and can now perform minor surgeries for us here at the practice, we understand he is the first paramedic in the country to be accredited to regularly perform minor surgery which is ground breaking.
- In our last newsletter we advised 3 members of our paramedic team were attending a prescribing course to enable them to prescribe some medications direct to patients, we are delighted to announce all 3 passed and will soon be able to prescribe independently – Well done to them!

#### CLINICAL ADMIN/DATA:

- The results line is open between 1.00pm and 3.00pm Monday to Friday. Some results do take longer to arrive than the hospitals advise, so we would ask patients to wait at least a week from date of the initial test before calling to allow for the results to be received and viewed by a GP.

#### CARE CO-ORDINATORS

- We would like to welcome our recently appointed Care Co-ordinators Sarah and Ella to Munro. Whilst their primary role is to ensure our frail or more vulnerable patients have access to all the services available within the health service and community, they are a mine of information for families and practice staff and we are very fortunate to work with them.

#### DISPENSARY:

- We are seeing an increasing number of patients with simple coughs and colds; we are unable to prescribe cough medicines and paracetamol. With the seasonal illnesses all around us, we would encourage patients to seek advice in the first instance from their pharmacy regarding self-help over the counter medications. The pharmacist will advise if they feel you need to see a GP
- We would also like to remind patients to check for any printed messages on their repeat prescription slips, dispensary will advise of any changes in advance in this way.

#### RECEPTION:

- One of our longest serving members of the reception team is leaving us in March, many of our patients will have been helped by Anita in the 29 years she has been with Munro, and we would like to take this opportunity to wish her all the very best in her retirement.
- Our Reception team are trained to ask certain questions in order to ensure that you receive the most appropriate care, from the most appropriate clinician in the shortest time. If you wish to speak more privately, or would prefer not to say, we respect this, but it may result in a delay seeing a clinician if the person you request is not available immediately.

#### SECRETARIES:

- We are receiving an increasing number of letters from hospitals advising us our patients have failed to attend an appointment. If you are unable to attend hospital, please ensure you remember to cancel as soon as you know to enable someone else to benefit from the appointment time.
- Referrals to the hospitals and other external clinics continue to be managed by a central service outside the practice. We would remind patients to call them direct with queries or to arrange/rearrange appointments on the telephone number given by our secretaries when the referral was requested.

- **JOHNSON HOSPITAL BLOOD SERVICE**

From the 25<sup>th</sup> February, there will be a walk in blood test service at the Johnson between 8.00am and 12.30pm Monday to Friday. There is no need to book ahead, simply collect your blood form from the surgery and take it to the Johnson between those times.

- **AWARENESS WEEKS**

Danielle manages the awareness boards you may have seen in the waiting rooms. During February and March there will be information appearing to increase awareness for patients. These include; Raynaud's, Ovarian and Prostate Cancer, Nutrition and hydration facts and Brain awareness. We are also supporting no smoking day on the 13<sup>th</sup> March and promoting Epilepsy awareness on the 26<sup>th</sup> March.

If you would be interested in any additional information on any of these topics, or have suggestions as to how we can help, please speak to Danielle or one of the reception team.

- **CARERS AWARD**

We understand how hard it can be to care for someone who could not manage alone. We also recognise as a Carer, there may be difficulties for you to overcome just getting to the surgery for appointments. We want to support Carers registered with the surgery and ensure our standards are maintained.

We are keen to identify any gaps that we may have and develop high quality processes to help. If you care for someone who could not manage without your support, please speak to reception and we will try to accommodate any additional needs you may have.

- **PATIENT SUPPORT GROUPS/WORKSHOPS**

We have had a number of patients who are interested in forming/helping with support groups. We are currently looking at possibilities for a Fibromyalgia group, a Diabetes support group and a dementia support group. We will keep patients updated, but if you think you would like to be involved, please let somebody know at the surgery.

- **PATIENT PARTICIPATION GROUP (PPG)**

You may be aware of our 'friends of the surgery' group (PPG). The group meet several times throughout the year to discuss the surgery from the patient perspective with members of staff from the practice team. The group are advised of any upcoming changes to the services offered for their opinion. The next meeting is on the 11<sup>th</sup> March. If you think you might be interested in getting involved in the group, please email [pgcomments.mmc@nhs.net](mailto:pgcomments.mmc@nhs.net)

If you have any suggestions of inclusions for the newsletter, or would like this information in a different format, please speak with reception