

# PRESCOTT SURGERY PATIENT NEWSLETTER

May/June 2024

**Latest News from The Surgery – From Nick Storey, Business Manager and Jackie Jones, Chair, The Patient Participation Group.**

## **Important News from your Patient Group (PPG)**

March and April remained very busy months for the surgery. Demand for appointments has remained high.

**Dementia Action Week** (DAW) takes place from **13<sup>th</sup> to 19<sup>th</sup> May**. DAW is an initiative by the Alzheimer's Society. Prescott Surgery is a **Dementia Aware Practice**. There will be a **display on the notice board in the surgery** during Dementia Action Week highlighting the importance of **'acting on dementia'** and **'getting a diagnosis'**, which is two key themes being promoted this year.

A Patient Group meeting was held in April with the members of the group and the Patient Services Lead for the practice, Jenni Green. The implementation of the new telephone system has gone very well. Staff can now monitor the 'calls queuing' and monitor the incoming call traffic from patients more effectively.

**A request from the PPG to patients** - Please be mindful that other patients are ringing for urgent/same day appointments between 8:30am – 10:30am. If you are calling for general queries, test results or to make a future appointment, please can you do this after 10:30am. Calling a little later would be a support to the practice however it will allow all patients who have a really urgent problem to get through by phone in time to make an urgent appointment the same day.

## **Jackie Jones, Chair - Prescott Surgery Patient Group**

### **Important News from your Surgery**

#### **Advanced Nurse Practitioner (by Dr Guildford)**

We currently have two ANPs (Advanced Nurse Practitioners), Iain and Louise, who have been seconded from Shrewsbury Primary Care Network (PCN) to work with us until November. They have been working in the PCN's winter illness clinic and the plan is for them to return to this service when it reopens in the winter.

ANPs are highly experienced nurses who complete further training including a Master's degree and then work in various roles within the NHS including in Primary Care under the supervision of a doctor. ANPs have been in various roles within the NHS for many years but this is first time that we have had ANPs working with us and so far, they have had a really positive impact on the practice.

Both of our ANPs will see patients with a wide range of conditions but there are some problems where seeing a GP is more appropriate and this is one of reasons why our reception team enquire about your problem before booking an appointment. Our GPs take it in turns to supervise the ANPs and so are on hand to discuss any concerns if needed.

#### **Dispensary Update (by Nick Storey)**

**Prescription charges increased to £9.90 per item on 1<sup>st</sup> May.** These charges apply to all patients in England who pay for their medication. If you pay for prescriptions and regularly order 12 or more items within a 12-month period, you should consider applying online for a **Pre-Payment Certificate**. The prescription charge is set by the Department of Health and all charges collected are sent to NHS England. The practice and dispensary receive no benefit.

Over the next few weeks, we will be making a few changes to our storage within the dispensary to create space to be able to open the small glass window and serve more than one patient. The **busiest times for collecting medication are Thursday and Friday afternoons**. It would be a real help to the team if medication could be collected on other days of the week/times of the day.

We use the 3 largest drug wholesalers Alliance, Phoenix/Numark and AAH to supply our medication. For several months we have experienced problems with deliveries from Alliance. We are the last drop on the route and there have been several instances when the driver has been running late and has simply returned to the depot and missed his last few drops. The 'missed' delivery is then rolled forward but it may mean that we are unable to complete prescriptions if we have been waiting for items to be delivered. Unfortunately, the drugs supply chain involves certain wholesalers having exclusive distribution rights with certain manufacturers this means that if we have a failed Alliance delivery or encounter certain out of stock situations, we are unable to source those drugs from anywhere else. I know that this has caused complaints in the past, so I want to reassure you that I have escalated our delivery issues to the highest possible level.

### **Planning Permission Notice (by Nick Storey)**

We are displaying notice of our application to carry out work on 3 trees at the rear of the surgery. One tree is diseased, one is dead and the third needs to be cut back due to its size. None of the trees are subject to a Tree Preservation Order but because we are within the Prescott Conservation Area, we must seek formal approval through the planning process before we can carry out any work.

### **The New Telephone System (by Jenni Green)**

Following the implementation of the new phone system we are now able to monitor call queues, and how many calls are received into the surgery. The phone system is also linked to our patient medical records system, so when a patient calls in, their name and medical record will be readily available for the receptionist, so don't be surprised if we know your name when we answer the phone, although we still need to go through normal data protection processes and confirm your date of birth and if applicable, your address. This will significantly reduce the possibility of an incorrect patient record being selected especially in instances whereby we have more than one patient with the same name.

Unsurprisingly, we have data to show that **between 8.30am and 10.30am the phones are very busy** with patients requesting urgent (same day), appointments. Can we therefore please ask that so **can we politely request that if you are calling for a routine appointment, test results or general enquiries to please phone after this time?**

One of the most useful features of the new phone system is we can see how many callers are in the queue to talk to a receptionist. This means that when we see the queue is growing, we allocate more staff to answer the phone and reduce the overall waiting time. We also have a new call back feature, so patients can select this option and have a call back from the receptionist without losing their place in the queue.

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**Please do contact the surgery if you have a medical need during our opening hours, Monday to Friday 08.30am-6.00pm. If you have a non-urgent medical query during the evening and weekends that cannot wait until the surgery re-opens, please call 111, this service is available 24 hours.**

**If you have a medical emergency, please dial 999**

**Nick Storey – Business Manager**  
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