

ST LUKE'S SURGERY NEWSLETTER

WINTER 2017

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Partners

Dr A Cross
Dr J Barnardo
Dr M Morrison
Dr S Xavier
Dr E Charlwood
Dr S Vickers

Associate Doctors

Dr S Hamedi
Dr A Armstrong

STAFF UPDATE

St Luke's Surgery is delighted to have had several new team members join the staff in recent months.

We have had 3 new **receptionists** join us: Carole Garrod, who has previously been working next door in Boots Pharmacy; Julie Watson, who had previously been a private medical secretary for the Nuffield Hospital's Group; and Bethany Crane, who has just moved from working at the Spectrum to St Luke's Surgery so she is clearly very used to handling the public. We hope all 3 of them will enjoy their time at St Luke's Surgery.

We have also recently appointed 2 new **Healthcare Assistants**. We welcome Sandra Kelly who has previously worked as a Gynaecology Healthcare Assistant and been a Healthcare Assistant at another practice across town. We also welcome Namita Gurung as our 2nd new Healthcare Assistant. Namita has previously been a nurse in Nepal and more recently a Healthcare Assistant working in Liverpool and has now relocated down south.

We also have 2 locum GP's helping us out in the coming months as both Dr Xavier and Dr Hamedi are going to be

away for several months. Dr Ade Adeniyi is covering for Dr Xavier who is on a 2 month sabbatical and Dr Isobel Sinclair is covering for Dr Hamedi.

Finally we welcome **Dawn Brewer** as our new **Practice Manager**. Dawn has been assisting us with part time practice management for the last few months and we are very pleased that she has agreed to join us on a permanent basis! Dawn has worked very well with the entire team in the last few months and we are very confident going forward that we have a good strong team to cope with whatever the NHS throws at us!

YOUR DATA & RESULTS OF TESTS

YOUR DATA

NHS Digital can use NHS data, including patient data held by GP practices. Most of this is anonymised. Some of it includes patient identifiable data like your NHS number but never your name. NHS Digital processes this information and uses it for a variety of purposes

that benefit and lead to improvements in health and care for everyone. NHS Digital assure the security of information and only release information where you can be identified where there is a legal basis to do so. For more information, including how to opt out, see the following link.

<http://content.digital.nhs.uk/article/6807/How-information-is-used>

RESULTS

Please remember to call after lunch or log in online to check your results are back - if the result has gone astray and you don't call in to check, we may not be aware it is missing!

Continuing the tradition of 100 years of medical care on the St Luke's site

Tel: 01483 510030

www.stlukes.gpsurgery.net

Warren Road, Guildford, Surrey GU1 3JH

IMMUNISATIONS & TRAVEL VACS

From 1st August 2017 all babies will receive **Infanrix Hexa** which includes **Hepatitis-b (6-in-1)**

Menacwy- year 9 school children and above, who have missed their vaccine at school, are advised to book an appointment with the practice nurse to have it .

Ages 18-25 yrs, if attending university for the first time, are advised to have the vaccine, and remain eligible up to 25yrs of age. Anyone born on or after 1 September 1996 who missed it at school can make an appointment in the surgery .

Shingles vaccine - any individual born after 1st September 1942 and people aged 78 or 79 yrs can make an appointment with the practice nurse. It is not suitable for anyone 80yrs and over.

We are experiencing a shortage of **hepatitis-B vaccine, pneumococcal vaccine** and **hepatitis-A paediatric**. We have a small supply of adult **hepatitis-A**.

Please make a travel assessment appointment ahead of your holiday to avoid being at risk of preventable diseases.

WIFI

As a free part of a national NHS programme we have had WiFi installed in the waiting room, for anyone to use.

To access it simply open your browser and follow the links. We hope you find this useful.



eCONSULTS AND ONLINE SERVICES

You may have noticed the giant advertising banner outside reception about eConsults. This is a pilot project trialling e-mail as a form of consultation with your GP. You can access it through our website. Unlike some of the other online doctor services this eConsult will be dealt with by a doctor at this surgery. When you access eConsult online, you will be asked some demographic questions and then asked to provide details of your condition. A completed eConsults will then be emailed to the surgery. We aim to respond within 72 hours. You may be contacted directly by the doctor, offered an appropriate appointment or you may be signposted to alternative health professionals or self-help sites.

So far we have found the eConsults very helpful but they do have their limitations. You cannot upload photos, so it is not suitable for skin conditions, nor is it suitable for complex medical conditions. However for **simple, single enquiries or questions to the doctors**, it seems to work very well. We would encourage you to have a look at

the service but think before you send it - *'is this something the doctor is going to be able to sort out without seeing me in-person?'*

Other online services remain popular for administration. We continue to offer **online access**, through which you can **book or cancel appointments, order medications** and **view medical records or results**. You can sign up for online access at reception or through our website.

The **electronic prescribing service (EPS)** has a high level of satisfaction from users. EPS is a service whereby your prescriptions are sent electronically to a pharmacy of your choice. This can be anywhere in the country, for example you can allocate a pharmacy near your place of work and organise for them to request and dispense your repeat medications. This saves you the effort of visiting this surgery. You can sign up for EPS through a participating pharmacy.

PATIENT DONATION FUND

We are very grateful for all the donations to our 'patient donation fund.'

We are delighted to announce that we have recently purchased a multi-drawer dressing trolley to stream line all the bits and pieces needed for the increasingly complex wounds we manage. We have also been able to replace our ECG machine as it was no longer compatible with our patient record software. The new ECG machine generates a PDF of the ECG which as many of you will appreciate means the information

is very easy to view and share and will remain readable in your patient record into the future.

Finally we are expecting delivery of a remarkable piece of kit in the next few days; an automatic ABPI (Ankle Brachial Pressure Index) machine. ABPI is an essential test needed to manage certain kinds of poor blood flow in the legs and some leg ulcers, in the past this testy required a qualified nurse and at least 30 minutes to undertake. The new machine can be operated by one of our HCA's (Health Care Assistants) and does the test in 15 minutes.

Without your support these improvements would not be possible, thankyou!



SIGNPOSTING

As part of the NHS GP Forward Plan, the Government has identified that 26% of GP appointments can be dealt with by another health care professional such as a nurse, pharmacist or healthcare assistant.

NHS England is rolling out training for all GP reception staff to enable them to help the patients access the most appropriate care within the NHS. All the receptionists here at St Luke's are undergoing their training with Guildford and Waverley CCG at the moment and we feel confident that we will all be better placed to direct our patients to the most appropriate care.

Once trained, the staff will be able to draw on service knowledge, giving information to the patients about how they can access other health care professionals. Part of this initiative will be for our staff to ask the patient for the nature of their problem; please be assured that this is not the receptionists being nosy or trying to block anyone seeing the GP, it is purely to ascertain if there may be a faster more appropriate route to accessing health care for our patients.

The training of the receptionists is not to triage patients. Triage is when a health care professional applies clinical knowledge to make a decision. This new training is about listening to the patient's requirements, drawing on knowledge of what services are available, offering information and allowing the patient to choose the most appropriate service.

We are committed to training our staff in all aspects of their roles on a continuing basis and are holding regular sessions with our GP Partners to develop their skills and understanding. We are holding an 'all staff' training afternoon on Wednesday 13th December between 1-4pm. During this time we will be closing the doors and the telephones will be answered by our normal out of hours answering service should you need medical attention.

ANTIBIOTIC GUARDIAN MAKE YOUR PLEDGE TODAY



PRESS RELEASE FROM

NHS
Guildford and Waverley
Clinical Commissioning Group

Did you know that antibiotic resistance is one of the biggest threats facing our society today? We rely on access to antibiotics to treat infection. To make sure they remain effective, we need to slow resistance & reduce the unnecessary use of this medication. Taking antibiotics encourages harmful bacteria that live inside you to become resistant, which means that antibiotics may not work when you need them next time.

Antibiotics help ward off infections during chemotherapy, caesarean sections & other surgery. They also treat serious bacterial infections, such as pneumonia, meningitis &

sepsis, but they are being used for everyday viral infections, such as colds or flu, where they are not effective.

Over 5 million bottles of antibiotics were prescribed in 2016 in England, with more than 850 million tablets or capsules. However, with antibiotic resistance rising, we need to take steps to ensure we understand when to use antibiotics & when they are not required. When discussing health needs with your health practitioner, you are encouraged to take their advice when it comes to taking antibiotics. Taking antibiotics when they are not needed can put you & your family at risk.

The Antibiotic Guardian initiative invites individuals, members of the public & health & social care professionals to visit the Antibiotic

Guardian website at <http://antibioticguardian.com/> to make a pledge to support the sensible use of antibiotics. By choosing one simple pledge about how to make better use of antibiotics, you can help save these vital medicines from becoming obsolete.

From the 1930s-1960s fourteen classes of antibiotic were introduced, but since 1968 there have only been 5 new drug classes introduced. Since 1984 no new registered classes of antibiotics for human treatment have been developed.

We need to tackle this important issue to ensure we preserve the effectiveness of antibiotics for future generations.

Make your pledge today

<http://antibioticguardian.com/>