DEVON ROAD SURGERY News……..

Issue 2 Winter 2018/2019

Welcome to our newsletter, it is going to be a busy time of change at the Practice but through it, we hope to improve the services we offer. Read on for more details



Blood Clinics : We currently have phlebotomy clinics running 1 or 2 days a week depending upon demand. If the wait is too long, please pick up your blood request and either—make an appointment at the Phlebotomy Department, Darent Valley Hospital or attend the walk-in clinic at Gravesend Hospital which runs from 9—2pm.

Urgent Appointments : We are sure you are aware that there is increasing demand for healthcare appointments. Also, some of you will be aware that Dr Aburn has decided to reduce the amount of time he works at the Practice as he nears retirement. To ensure we continue to offer the right care by the right clinician, we now have two Nurse Practitioners who can prescribe working for us covering Monday to Friday. Their names are Naomi and Kate. If you call for an on-the-day appointment, you will be asked what the problem is so that our receptionists can ensure you are put in with the correct clinician. You may be offered a 'Hub' Appointment. These can be at a Practice in Dartford, Gravesham or Swanley and are either with a GP or a Nurse Practitioner. Please note, if your problem is an ongoing chronic condition or you need a sick certificate or an onward referral, then you would not be suitable for a Hub appointment. You may be offered an appointment with one of our Nurse Practitioners, Naomi or Kate, they can deal with a lot of what a GP can deal with but this is why it is important to give some information to the receptionist about the reason for your appointment request. If you would rather not disclose the reason, please state this to the receptionist. This may mean a longer wait for a GP appointment or a 'triage' phone call to see if the GP feels he needs to bring you in for a face to face appointment .

Newsletter Spotlight:

Why not download the new myGP app! You can book appointments for you and family members and request repeat scripts.



Wound Care



- This has taken a little longer to be implemented than we were originally told however, we have been assured that by the end of March 2019, all of our patients requiring wound care will be seen at one of the Wound Care 'Hubs'.
- Details of where these Hubs will be run from are still not firm but we do know that if a patient does not have transport and would find it difficult to get to the Hub, there will be information available on how to contact voluntary drivers etc.
- We have also been told that patients can be referred to any of the 3 Hubs, one in Dartford, one in Gravesend and one in Swanley. We were originally told this would be the Oaks but we cannot confirm this at this time.

Stop Smoking Service



We would like to remind our patients who smoke that it is a very positive step for their health to quit smoking. We have a stop smoking advisor here at the Practice who has a very high success rate in helping patients to quit. If you have been meaning to quit, why not take that step and give us a call and book in with our Health Coach, Michelle.

Dartford, Gravesham & Swanley Clinical Commissioning Group—Commissioned Services

Ultrasound Service: We host PML Ultrasound who run a full day ultrasound clinic here each Thursday. If your doctor refers you for an ultrasound and you are not given an appointment here, please question this. There may be a good reason why you have to go elsewhere as certain types of ultrasound tests are not carried out here, or it may mean a quicker appointment for you. Do let them know that this is your local Practice and you would prefer to be seen here.

Healthshare Musculo-skeletal Service: Healthshare see patients here on a Tuesday, Wednesday and Thursday for physiotherapy, orthopaedic triage and injections to help with joint problems. Similarly to above, if you are referred by your doctor, you should normally be seen here.

Dispensary



If you live 1 mile or greater from a chemist, then you are eligible to get your medications dispensed by us. If you think you should be a dispensing patient, let us know so we can check and if appropriate, add you to our Dispensing list.

Please allow 3-working days for a turnaround of prescriptions, you can request repeats by phoning the POD, ordering online or via the myGP app—or by handing in your paper repeat



Phone System: We have been able to upgrade our phone system so that we now have a 'cloud' queuing system. When patients call in during our busy times, 8.30—9.30am and 3.30—4.30pm, the calls get put into a queue [up to 20 patients]. After this, the patient will get the engaged tone. Patients will be told where they are in the queue. They can then make a decision as to whether they want to wait on the call, press for a call back or try again later. We are currently collecting feedback from our patients on how they are finding this.

Check-in Desk: We decided to invest in a check-in desk to reduce queuing at the front desk. When the receptionist is on the phone dealing with a patient and all you want to do is check in, this solves the problem. We understand some patients would rather not use the check-in desk for various reasons. Please forgive the receptionist, if she asks you to use it and offers to help show you how to do it. Just explain that you would prefer not to. Some patients just lack confidence with new tech. so our staff have been asked to encourage patients to use it.



Building Works: We have some refurbishment works beginning Wednesday 27th February 2019. We are refurbishing some of our upstairs rooms so that we can free up space downstairs for an additional clinical room. The work is planned to start upstairs and then finish off downstairs but it is at the back of the building where patients do not currently venture unless they are using the Disabled toilet. We hope to keep noise and dust to a minimum and would ask that you bear with us during this time.

Immunisations: Parents—please ensure you bring your children for their vaccinations. It's never too late.

Shingles—eligible patients are those in their 70's born after 2nd September 1942 and those aged 78 and 79 years are also eligible for shingles vaccination. If you're eligible, we would encourage you to have this done if you can have live vaccine. It will not necessarily stop you getting shingles but should reduce the severity of the symptoms.

Measles Mumps Rubella—if you haven't had this vaccine, did not have a complete course [i.e. an initial vaccine followed by a booster], then you can come and have a catch up course of the MMR vaccine.

Pertussis in Pregnancy—all pregnant women are advised to have this vaccination carried out any time between 16 weeks up to 32 weeks of pregnancy. Mums to be can still have it any time up until going into labour, however this is not as ideal as baby does not get as much protection. It would however protect mum from contracting whooping cough and from passing it on to the baby. This vaccine is highly effective at protecting baby from developing whooping cough in the first few weeks of life before their vaccinations at two



Meningitis ACWY—Young patients aged 18—25 years can have this vaccination at the Surgery.

Pneumococcal Vaccination—All patients over 65 are eligible. You are eligible if you are under 65 and suffer from a chronic disease/are immune compromised.

Influenza Vaccination—All patients over 65 are eligible. You are eligible if you are under 65 and suffer from a chronic disease or are immune compromised. Vaccinations for flu began in September 2018 for the 2018/2019 flu season and finish at the end of March [vaccine permitting] 2019. If you haven't had your flu jab, it's not too late. Flu is still circulating.

Feeding back to us– If you feel you have had good care, why not say so! Everyone likes to read good news, so if you had a good experience at our Practice, we would be so grateful if you could share it? Please go to NHS Choices and search for Devon Road Surgery—leave review or type in the web address https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=35981



If you are not happy with any aspect of your care or simply have some suggestions for us then please write to the Practice Manager and she can then look at either dealing with your complaint and will always pass on any feedback to the Partners and the rest of the Practice Team. We feel it is important to learn from feedback, whether good or bad as a way of improving the service that we offer.