

DEVON ROAD SURGERY News.....

Welcome to our WINTER Newsletter.

**Issue 4 Winter
2019/2020**

**Wishing our patients a Merry Christmas and a happy
and healthy New Year**

Partnership/GP Changes : We are delighted to tell you that we have been able to secure a female GP who will be working Thursdays AM and PM sessions, each week for us beginning in January.

We have always known that our patients often felt they would like to see a female GP and although a lot of our ladies see Naomi, our Nurse Practitioner but sometimes a GP is needed. We are delighted to be in a position to be able to offer regular weekly sessions with Dr Elena Peysakhova. She has done quite a bit of Locum work with us so some of you may have met her already. She won't be taking on her own patient list but will be supporting the other GP's in managing their lists.

We also wanted to let you know about some future changes within the Partnership. As you know, Dr Aburn reduced his working time down to Mondays, Tuesdays and Wednesday mornings only last year.

As of the New Year, Dr Mike will be reducing down to working Mondays and Wednesdays. This is owing to his increased involvement in commissioning and planning of healthcare services working with the recently merged Kent and Medway Clinical Commissioning Group. We had already increased our advanced nurse practitioner hours, so our two prescribing nurses, Kate and Naomi, along with our GP sessions now give a good covering across each week for both on-the-day and pre-bookable



Newsletter Spotlight:

Did you know we now offer proxy access for online accounts via the internet or an app—myGP or NHS app. You can manage appointments and repeats for others in your family [with their permission]



Wound Care

- ♦ All wound care is now delivered by DGS Federation Wound Care Hub. This service is commissioned by Dartford Gravesend and Swanley Clinical Commissioning Group [CCG].
- ♦ The Wound Care Hubs are currently run from Gateway Practice which is on the Whitehorse Walk in Centre Campus in Vale Road, Northfleet. Some of our patients have been attended for wound care at The Oaks Surgery, Swanley however, they will have to revert to being seen at the Gateway Practice campus again from January 2020. Patients requiring wound care are contacted by the Wound Care Nurses giving an appointment directly. Patients who would have difficulty getting to the Hubs and are housebound would require a district nurse referral. If they are not truly housebound but would have difficulty getting to the Hub, then a home visit may be arranged by the Hub.



In-house Pharmacist

We are also adding another professional to our clinical team this month. We have a Clinical Pharmacist [her name is Temi] who will see patients for medication reviews and BP checks, etc so please don't be surprised therefore if when you phone to make an appointment for a medication review, you are directed to see our Pharmacist rather than your usual GP. Often many of your medications can be reviewed and the appropriate blood tests organized with a GP needing to see you. This will increase our capacity and free up GP time to allow them to concentrate on patients with ongoing health issues who need the expertise of a GP.

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 two stop smoking advisors here [Michelle and Liz] at the Practice who are able to give dedicated support to patients wanting to quit and during the post quit period. If you have been meaning to quit, why not take that step and give us a call and book in with one of our stop smoking advisors.



Dartford, Gravesham & Swanley Clinical Commissioning Group—Commissioned Services

Ultrasound Service:

We host PML Ultrasound who run clinics here each week. 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 throughout the week 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

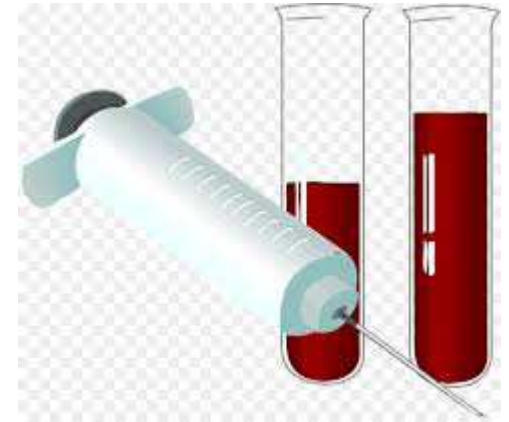
If you would like to order your repeat medications over the telephone you can do so now by telephoning the POD [Prescription Ordering Direct]. This service is commissioned by Dartford, Gravesham and Swanley Clinical Commissioning Group [CCG]. Their phone number is: 0300 131 1100. If you have your medications dispensed by us, then please don't use the POD but put your repeats requests in either by paper or online via the Patient Services website/myGP app.



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Blood Clinics

We just have another member of staff who has trained in phlebotomy. We realize there is quite a long wait for phlebotomy appointments so we have responded to this and we hope to be able to run 2—3 phlebotomy clinics running during each week regularly from early in the New Year. We are limited by room space currently as the Laboratory Courier service only collects once a day at lunchtime. If they were to offer a second collection, we could run blood clinics in the afternoon. This is something we have asked for and are currently waiting to hear back on the decision.



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.