

DEVON ROAD SURGERY

News.....

Welcome to our SUMMER Newsletter

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 now reduced 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 Advanced Nurse Practitioners [ANPs] 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 if all of the ANP slots are filled. These extended access 'Hub' appointments have been made available across the Dartford, Gravesham and Swanley Locality to increase the overall number of appointments available to patients. These 'Hubs' are currently located at The Cedars Surgery in Swanley, the Whitehorse Surgery, Northfleet, Ivy Bower Surgery, Greenhithe and Dartford Temple Hill Surgery where you will be seen by either a GP or a Nurse Practitioner and they can view your medical records. These appointments are for acute medical problems [when you suddenly feel unwell] and are not suitable for chronic or ongoing problems that may require a referral, a medication review or a sick certificate. There are slots available from 8am to 8pm Monday to Friday and on Saturdays, Sundays and Bank Holidays. These are booked via our receptionists, please let them know if you particularly want a weekend appointment. If you would find it very difficult to get to a Hub appointment, please mention this to the receptionist. It is now standard practice for GP surgeries to ask for a brief description of the problem for patients wanting an 'on-the-day' appointment, this allows our reception staff to give you the quickest and most appropriate appointment . If you find you are seeing the Nurse Practitioner and she cannot deal with your problem, she is able to 'fast-track' you through to the GP.

Issue 3 Summer
2019/2020



Newsletter Spotlight:

Sign up for Online Patient Services— did you know you can view results as well as most of your medical record once we've seen sufficient ID.



Immunisations:

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. You may receive a call from our nurses inviting you in for this.

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. We will be concentrating particularly on 10 and 11-year olds this year so you may receive a letter and/or text and/or phone call from a nurse to encourage you to bring your child in to have this done.

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.



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. The other Hub is at The Oaks Surgery, Swanley. Patients requiring wound care are contacted by the Wound Care Nurses giving an appointment directly. Patients who would have difficulty getting to the Hubs would require a district nurse referral if they are housebound or may be able to access voluntary transport if they are not housebound but have no transport.



In-house Pharmacist

We are hoping to add to our clinical team during the next year, a Pharmacist who will see patients for medication reviews and possibly other things too like acute on the day problems. 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 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 Monday, 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 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.

Running out of medication

If it looks like you will run out of medication before your medication review appointment, don't worry, simply speak to our Dispensary staff and they can provide you with enough medication to get you through until you have your medication review with your GP. Urgent slots will not be given to patients for medication reviews—this is a routine matter.



Blood Clinics

We hope to have 2–3 phlebotomy clinics running during each week depending upon demand. We know this service is very popular with our patients and we are making every effort to increase the availability of blood test appointments here at the Surgery.

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, 8.30–9.00am and 3.30–4.00pm, the calls are put in a queue [up to 50 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. Asking for a callback means you can maintain your place in the queue and you get a ring back when you reach number 1 in the queue.



— [Appointments the what, the when and the where!] —

Did you know you can visit the local Pharmacy if you have the following conditions:

Common Cold, non infectious sore throat, other minor ailments such as short term cough, mild eczema, athlete's foot, mild acne, minor cuts and bruises, constipation and haemorrhoids [piles], hay fever, indigestion, threadworms, thrush, period pains, warts, verrucas, mouth ulcers and cold sores, aches and pains such as headache [not longstanding], earache and back pain, nappy rash and teething.

Just walk in and speak to your Pharmacist and/or Pharmacy Dispenser. If the Pharmacy runs the minor ailment scheme, they can supply medicines for certain conditions on the NHS.

APPOINTMENTS WITH THE GP ARE PRECIOUS AND SHOULD BE USED FOR THE FOLLOWING:

Ongoing or chronic problem/ or may require referral—[Appointment with GP for continuity of care](#)

Advice needed [face to face review not necessary]—[Telephone Consultation with GP](#)

Unwell but cannot get to Surgery as Housebound—[Request Home Visit from GP \[or may be visited by Paramedic\]](#)

Pregnant patients—[Appointment with GP, on the day or prebookable depending upon urgency of problem](#)

Sick Notes—[Appointment with GP if first one, telephone consultation with GP if a follow-on \[can be backdated\]](#)

Acutely unwell, if not appropriate for Hub, Advanced Nurse Practitioner and cannot wait for next prebookable—[Triage call with any GP \[preferably own GP if available. GP will call you to determine whether he needs to see you or if you can be dealt with over the telephone\]](#)

Medication Review—[Routine Pre-bookable appointment with GP](#)

Contraceptive Implants—[Routine Pre-bookable appointment with GP \[and a nurse\]](#)

Coil Insertions—[Routine Pre-bookable appointment with GP \[and a nurse\]](#)

Minor Surgery—[Routine Pre-bookable appointment with GP \[and a nurse\]](#)

APPOINTMENTS WITH THE ADVANCED NURSE PRACTITIONER:

Muscle and Joint Injuries, including sprains and strains—[Appointment with Advanced Nurse Practitioner](#)

Minor illness/acute on the day problem—[Appointment with Advanced Nurse Practitioner or Extended Access Hub appointment with GP or ANP](#)

Diabetic Annual Review/Diabetic Follow up—[Appointment with Advanced Nurse Practitioner \[Kate\]](#)

Coil Removal —[Appointment with Advanced Nurse Practitioner \[Naomi\]](#)

OTHER PLACES TO GO:

Acute life threatening condition, including severe chest pain, loss of consciousness, —[call 999](#)

Broken bones/Burns/serious laceration & cuts/foreign bodies/heavy blood loss/persistent chest pain/difficulty breathing/overdose or poisoning—[Attend the Accident and Emergency Dept at the nearest hospital.](#)

Minor/non-serious Injuries—[Attend the local Minor Injury Unit at Gravesend or Sevenoaks](#)

Wound Care—[Ask us at the surgery to do your referral to the Wound Care Hubs, at Northfleet and Swanley](#)

OUR HEALTH CARE ASSISTANTS DEAL WITH LOTS OF ISSUES:

Minor lacerations and cuts—[Appointment with Practice Nurse or Health Care Assistant](#)

Stitch Removal—[Appointment with Practice Nurse or Health Care Assistant](#)

BP Check—[Appointment with Health Care Assistant](#)

NHS Health Check—[Appointment with Health Care Assistant](#)

Quit Smoking —[Appointment with Health Care Assistant \[Michelle\]](#)

B12 Injection—[Appointment with Health Care Assistant](#)

Blood test—[Appointment with Health Care Assistant/Phlebotomist](#)

Ear Syringing—[Appointment with Health Care Assistant, phone for advice on ear preparation](#)

APPOINTMENTS WITH THE PRACTICE NURSE:

Warfarin Monitoring Check—[Appointment with Practice Nurse](#)

Cervical Smear—[Appointment with Practice Nurse](#)

Baby/Child Immunisations—[Appointment with Practice Nurse](#)

Travel Immunisations—[Appointment with Practice Nurse](#)

Coil Checks—[Appointment with Practice Nurse](#)

Pessary Changes/Prolapse—[Appointment with Practice Nurse \[Claire\]](#)

Pill Checks—[Appointment with Practice Nurse \[Claire\]](#)

Depot Contraceptive Injections—[Appointment with Practice Nurse](#)

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.