



LUDHAM AND STALHAM GREEN SURGERIES

NEWSLETTER

SPRING 2016



Welcome to our Spring newsletter.

North Norfolk Clinical Commissioning Group Patient Survey

An external Patient survey was undertaken by North Norfolk Clinical Commissioning Group (NNCCG). The Surgery are thrilled with the results, please visit our website where the survey results can be viewed. The Surgeries were rated above national and CCG average for patient satisfaction.

healthwatch Healthwatch Norfolk

Healthwatch are an independent organisation who represents Patient views and experiences to help inform and improve the services that are commissioned and provided in Norfolk. Healthwatch spent the morning at Ludham Surgery speaking to staff, members of the PPG and speaking ad hoc to Patients in the waiting room. The results from their visit were very positive and are available on our website.

Dispensary Survey

The results of the dispensary survey were extremely positive with the majority of Patients rating the Dispensary as excellent. The confidentiality at dispensary was rated as poor by one respondent with a comment attached to it to state that it is due to the layout of the building, not the staff. Posters have been redesigned and prominently displayed to ensure Patients are aware that they can always talk to a member of staff in a private room. The introduction of the Managed Repeat Prescription service has improved the ease of ordering. A lot of lovely additional comments were also received on the surveys: 'the staff in the dispensary are first class' 'gold star service'.

Named GP

All patients are allocated with a named GP who will have overall responsibility for the care our surgery provides to them. If you wish to know who your named GP is, please enquire at Reception.

Patient Participation Group (PPG)

PPGs work with their practice to improve communication, assist with health campaigns and ensure the services on offer truly meet the needs of all patients. If you wish to join our PPG or for further information, please ask at Reception.

Staff News

New Apprentices - We welcome our new apprentices Jasmina (Reception) and Sam (Dispensary) who joined our 1 year apprenticeship programme in March and will both be studying for an NVQ qualification.

Are you looking after someone who cannot manage without you because they are ill, frail or have a disability?

You are welcome to come to an informal drop-in event between 2pm – 4pm on:

Wednesday 4th May – Ludham Surgery
(Staithe Road, Ludham, Norfolk, NR29 5AB)

Thursday 5th May – Stalham Green Surgery
(Yarmouth Road, Stalham, NR12 9PS)

All carers are welcome to drop in to:

- Chat informally with specialist charities and organisations
- Meet the local Integrated Care co-ordinators
- Have a private consultation with a specialist support worker
- Pick up a pack of useful information, resources and contact details

Organisations attending include:

- Norfolk Carers Support
- Alzheimers Society
- Royal Voluntary Service
- MIND



Home visits

If one of our Doctors has visited you at home and prescribed medication, please allow sufficient time for the Doctor to return to the Surgery and process the prescription. Please call to see if the medication is ready before coming to the Surgery.

Holiday season is approaching

If you are intending to travel abroad please ask for advice about immunisations and malaria tablets before you travel. You will be required to complete a travel form ideally at least 6 weeks before you travel to allow enough time for the assessment, ordering of the appropriate vaccines and treatment.

Surgery Closures

Ludham and Stalham Green Surgeries will be closed between 12.45 p.m. and 2.15 p.m. on the following dates for essential staff training:

15TH MARCH 2016

12TH APRIL 2016

17TH MAY 2016

What do you think?

As always, if you have any comments or suggestions for our newsletter, please let us know. Please email: Laura Halls (Practice Manager) at l.halls@nhs.net

A Day in the life of A GP

In this special feature we take a look at an average day in the life of a GP at the practice. We know that many of you are aware that doctors can be busy people, but do you wonder just what it is that takes up the time?

The Doctors arrive at surgery between 7:30 and 8am. The first job after logging into the three computer systems is to look at the path and radiology (blood test and X-Ray) results that have come in overnight from the hospitals. Each Dr. has sets of results for around 20-30 patients each day. Some may just need a comment that reception can pass on, others are much more complex and require the patient to be called in for review that day, or letters to be dictated to the speciality teams or other colleagues. It is also the time to have a quick walk around the surgery to see how everyone is before the 'day begins'.

By 8:30 the doors open and phones start ringing. The reception team are also processing reports from the Out of Hours service for patients seen overnight/at the weekend which have to be seen by a doctor in case action is needed that day, and the on-call Dr. may already be underway dealing with patients who need urgent attention.

It quite quickly becomes clear what sort of day it will be! Surgeries start between 8:30 and 9 a.m. Morning surgeries run usually until about midday, in 10 minute appointment slots. There are also phone calls to be made either side of the face to face surgeries - some Drs. do this early on, some later in the day. The on-call Dr. who see's people with urgent problems both at the surgery and at home, may well be running on much later as we have to see everyone who needs to be seen.

By 12 noon it is time to grab a coffee and start looking at the requests for visits to our most frail and sick patients. The doctors usually each see between 2 and 5 patients a day in their own homes, alongside regular calls into the care homes, but sometimes it can be many more. Some are very ill people who require frequent reviews once or twice a week, others are housebound and need a home visit for regular monitoring of their illnesses, and a third group will be housebound patients who are suddenly ill and too frail to get transport to the surgery to see the on-call Dr.

Before leaving for visits there is usually a quick scan of the message system to see if there are quick queries that can be resolved, or urgent things that need our attention.

Lunch is usually taken on the run, we have a large practice area and can be driving 10 or more miles to a patients house, before working our way back to the surgery via a few more house calls where we start our afternoon clinics at 3pm. By 5:30 p.m, we are usually seeing our last patients, and hopefully are ready to close the doors and let the staff home at 6 p.m.

Now it is time to get a cup of tea, have a chat with our colleagues to see what sort of day they have had, and start to look at the admin work that has come in through the day.

First it is a matter of ensuring all referrals, X-ray requests, and other issues for the patients that have been seen that day are done. There will be many more messages from the reception and dispensary teams that have arrived over the course of the day and may still need dealing with – some just a quick 'OK', others requiring a little more thought. A few more results may have popped through, and there will be requests for reports and letters to other agencies. There is a stack of prescriptions that needs signing at the end of each day, to allow the dispensers to order and issue medications as promised.

Later into the evening we tend to look at routine hospital letters. These will have been scanned on to the patient records by the reception team after having arrived in the morning's post. For anything but the most routine, each needs to be read by a doctor, so they can prescribe medications to allow the dispenser to order and issue, ensure follow up tests and appointments are planned by the reception team, and make clear what relevant information is forwarded for 'coding' onto the electronic records so we can easily find the data in future.

We aim for our Doctors to leave between 7 and 8pm. Sometimes it is possible, sometimes not, as we continue to try to strike the balance between attention to care and the high levels of work coming from all directions. So there it is, a 'normal day'. Of course, there is quite some variation as we also take turns being on-call, and in addition have meetings, training, our own revalidation and appraisals, and each GP takes a lead in particular areas of the surgery so has to spend time working at that.

It's certainly not a job where time drags! But whilst the challenges are considerable, we each consider it a privilege to be working here, and hope we can continue to provide the care that our patients need in the way that Ludham and Stalham Green Surgeries have established over many years.