

Newsletter - March 2023

We are extremely pleased to receive so many kind and complimentary comments, especially over the Christmas period when this can be one of the busiest times. So, thank you, your positive feedback really does help our staff morale.

**Update on Practice News**

We are pleased to announce that we currently have two GP Trainees (ST2) working within our clinical team. Dr Pilbeam and Dr Goodenough are currently in their 2nd year GP Trainee Teaching Programme, under the leadership of Dr Clarke and Dr Farrington. We also have a Student Nurse working alongside our Nursing Team, under the leadership of Nurse Lucy Cusack, and we are delighted to have them all on placement so that they can gain the experience of working in General Practice.

We have listened to feedback from patients who sometimes experience long waiting times when phoning the Practice. We are pleased to advise that we are soon to have a new telephone system installed. The new system will include a call queue position.

**Our Urgent Care Team**

Our Urgent Care Team handle all on the day urgent medical enquiries, such as different types of infections, rashes, pain and swelling, ongoing coughs, sore throats and more. We do ask patients to self-care when symptoms first present themselves and seek advice from a local pharmacy prior to contacting the practice.

Experienced clinicians within the team are Advance Nurse Practitioners, Physician Associate, Paramedics and Mental Health Nurse. The team are health care professionals with additional training, experience, qualifications which allow them to assess symptoms, make a diagnosis and instigate treatment or referrals as required.

So that our patients are dealt with as quickly as possible, our team of experienced receptionists will ask for a brief description of your symptoms. This will ensure that patients are signposted to the most appropriate member of staff within our teams.

**Appointment Statistics**

The Practice continues to experience a high number with patients not attending their appointments. The table below shows the number of missed appointments for February 2023. If patients no longer need or can no longer attend an appointment, it is vital that patients contact the practice to cancel. This will allow someone else to book and attend instead. An easy way to manage appointments is via the NHS App, where appointments can be booked and cancelled.

Please help us and take this active role to reduce waiting times.

|  |  |  |
| --- | --- | --- |
| **Type** | **Missed Appointments** | **Average hours** |
| Doctor appointment | 13 | 11.1 |
| Nurse appointment | 36 | 1.5 |
| HCA appointment | 18 | 1.2 |

**Self-Care**

Did you know that antibiotics are not effective treatment for winter symptoms such as a cough, cold, sore throat, flu or nasal congestion? These symptoms are caused by viruses, and antibiotics only work against bacteria. Taking antibiotics unnecessarily may cause them not to work when needed for treatment for a bacterial infection. Please call in to your local pharmacy first for their expert advice, and help you choose the medication that will work best for you.

**How long will my symptoms last?**

|  |  |  |  |
| --- | --- | --- | --- |
| Cough | Cold | Sore Throat | Nasal Congestion |
| Up to 3 weeks | Around 1.5 weeks | Around 1 week | Around 2.5 weeks |

**Prescription Requests**

Please allow 3 working days for us to process your prescription request. This gives us time to perform checks and maintain safety. We are getting an increasing number of requests for repeat medication to be issued urgently due to lack of simple forward planning from patients. Such requests, delays other patients’ prescriptions and increase the risk of mistakes.

There are several ways patients can request their medication; via the NHS App, patient access, via our prescription letterbox or email to [fgccg.svmp.prescriptions@nhs.net](mailto:fgccg.svmp.prescriptions@nhs.net).

**Patient Contact Information**

Do we hold your most up to date contact information? Have your recently changed your mobile number or email address? If so, please let the practice know so your records are updated and to ensure we can keep in contact with you.

**Test Results**

A member of our team will contact you if your blood tests results, xray results etc are abnormal. Should you wish to find out the results of any tests, please contact the practice and speak to a member of our reception team. Test results can also be viewed via the NHS App.

**Solent View Medical Practice Patient Participation Group (PPG)**

Our PPG is a group of volunteers who represent the patients of Solent View. The general group currently consists of 4 committee members and 25 patients. The committee meet with the Practice Management Team every quarter to discuss issues relating to the practice. PPG Meetings are also held every quarter for members to either attend or raise any issue that they feel need to be addressed at the meetings.

We welcome all new members, and if you would like to know more about the PPG then please contact us via email at [fgccg.leeonsolenthealthcentre@nhs.net](mailto:fgccg.leeonsolenthealthcentre@nhs.net). Minutes of meetings are available on our website.

*When the Practice is closed, you can access out of hours care by ringing NHS 111.*

*For advice on non-urgent problems eg aches and pains, sore throat, colds, flu, conjunctivitis, earache, cystitis and skin rashes – please try your local pharmacy.*