



**Donnington Medical Practice and Patient
Participation Group
Newsletter**



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www.donningtonmedicalpractice.co.uk

Welcome to our September 21 Newsletter. This newsletter is a joint publication by Donnington Medical Practice and the Patient Participation Group. It will focus on current news and views aimed at helping the journey for Patients and Practice Staff by trying to answer typical questions that we might all need answers to.

If you have any questions, which you would like to an answer to, then please email us and we can address them in future issues.

To ensure that you get a regular copy of our Newsletters please register online on the Practice Website:
www.donningtonmedicalpractice.co.uk

PPG - NEWS & VIEWS.

One of the roles of the PPG is to provide a link between patients and the practice. It is a mechanism for open and proactive dialogue.

We are always keen to hear from any patients who may be interested in joining the committee to help us shape the way forward for the future. If you are interested, please drop us an email and somebody will contact you for a chat.

One question open for debate is should every patient automatically be enrolled as a member of the PPG with those elected to the committee being responsible for running it. What do you think YES or NO? Please let us know what you think and how you want us, to represent you.

We are all still faced with many challenges to say the least and we continue to recognise and appreciate the tireless work and efforts that all the practice staff have endured during what has been a very difficult time for everybody.

Let's not forget that our frontline team whether on reception or answering the phones, administration teams and clinical teams are just like us - they are human beings and like all of us have the everyday stresses and strains of life to deal with including the difficulties we have all got used to over the last 12 months.

PLEASE SHOW THEM THE SAME RESPECT THAT YOU WOULD WANT FROM THEM.

At the end of August, the practice has said farewell to Senior Partner & GP Dr Milligan. We would like to say thank you for your Stirling service and support over many years – you will be missed, and we wish you and your family best wishes for the future.

THANK YOU ALL FROM THE PPG ON BEHALF OF ALL YOUR PATIENTS

Jim Prescott Chair

NHS HEALTH CHECKS

If you are invited by the practice or other medical professional for a health check, please take the opportunity to get checked. We cannot recommend strongly enough how important looking after your health is.

BLOOD TESTS

Did you know that there is a shortage of test tube bottles, which is having an knock-on effect on blood tests that the NHS can do. Managers are aware of the issue and looking at ways to overcome this.

Did you know

Donnington Medical Practice have produced a number of patient information leaflets. They also have other leaflets/patient advice from wider NHS and groups. You can find them in the surgery or online, these cover:

- General Practice explained
- Your Data matters to the NHS
- Online Services—detailed Coded Access (DCR)
- Freedom of Information Act Patient Leaflet
- Data Sharing YOUR Rights
- Updated for the GDP 2016 and data protection Act 2018
- Access to Medical Records
- Prescriptions and Medication Requests
- Keeping children and young people safe
- CCTV Policy and Code of Practice
- Advance Directives Information for Patients
- Compliments, Comments, Concerns and Complaints
- "Fit Note" Guidance For Patients
- Non-NHS Private Eye Services
- Doctors Cannot Treat Your Toothache

Practice staff updates:

Senior Partner:

Practice Partners: Dr Taylor, Dr Hudson, Dr Tsang, and Dr Gillani

Salaried GPs: Dr Wright, Dr Warner, Dr Beddows, Dr Zayed, and Dr Clare

GP Registrar: Dr Imafidon-Victor

They are supported by a Practice Manager; Deputy Practice Manager; Nurse Practitioner; Nursing staff; Health Care Assistants; Secretaries; Administrators; Receptionist staff; First Contact Physiotherapist and Social Prescriber.

Integrated Care Records

Everyone's health and social care records in Shropshire, Telford and Wrekin will soon be available on the integrated care record [#OneHealthAndCare](#). Completely confidential and secure, it's designed to help doctors, nurses & other registered health and social care professionals directly involved in your care to make better, safer decisions.

How does One Health and Care benefit you?

- ✓ Reduce how often you need to repeat your health and social care history to those involved in your care and support.
- ✓ Improve patient safety, the clinicians have up to date medications and allergy information direct from the GP system.
- ✓ Improve clinical decision making, the clinician can see recent visits and also any tests requested, and prescriptions issued.

For more information <https://stwics.org.uk/about-us/one-health-and-care/how-does-one-health-and-care-benefit-you>

What you need to do: If you're happy for your health and social records to be available on [#OneHealthAndCare](#) integrated care record, you don't need to do anything. If you'd like more information, including details of how you can raise an objection go to <https://stwics.org.uk/about-us/one-health-and-care>

Just a reminder about opening times here at the surgery. It is open Monday - Friday between 8.30am - 6.00pm. However, the surgery is CLOSED for staff training every Tuesday between 1pm - 2pm. If, during this time you need to contact us urgently, please ring the surgery and listen to the recorded message where you will be given a contact number. Please phone the surgery for more information or why not visit the website. Please note the Practice is closed on all bank holidays.

If you visit the surgery website, you will find some useful information around:

- *Family health,*
- *Long-term conditions*
- *Minor illness*

If you don't have a computer at home, you can go to the nearest library in Donnington - 01952 382905



**Donnington Medical Practice
and Patient Participation Group
Frequently Asked Questions**



The following questions and answers are what patients are asking, and replies from Donnington Medical Practice or the Patient Participation Group.

If you would like to ask a question, or find something out, then please drop us and email.

NOTE: WE ARE UNABLE TO RAISE ANY SPECIFIC PATIENT OR STAFF ISSUES.

When will flu jabs/Covid Boosters be available and how do I book?

Any Covid booster will not be done by the practice, as with original vaccines they will be done by the group of practices. Flu jabs will be booked by the practice as soon as stocks become available.

Why is there a triage system for appointments?

Well trained staff are able to navigate the patient to the right member of clinical staff, for the right appointment. This saves time for both the patient and the clinicians.

Why can't I have a face to face appointment?

The practice has continued with face-to-face appointments throughout the pandemic, where it is has been in the best interests of the patient. Going forward, we will continue to offer face-to-face appointments if the clinician deems necessary. Part of the triage system is designed to support the patient with accessing an appointment when needed. Alternatively, many patients have benefitted from online consultations and this will continue as an option, if the the patient prefers.

Why can't I get an appointment?

This is one of the most difficult question to answer to a patients satisfaction. So we are going to share some startling facts with you:

- There is a lack of clinical staff nationwide
- Staff like patients, are human beings. We lose staff to sickness, including stress, holidays, retirement etc... Again, this is a national problem
- Based on staff numbers, and NHS guidelines, like all practices we can only see a limited number of patients in a day
- On some days we have availability to see up to 400 patients. In addition there will be other patients who are booked in by 111 or have been referred back to us by secondary care and who might need an appointment or medication issued. There is also a high volume of clinical administration that the clinicians need to action daily. This includes responding to patient queries, processing prescriptions, actioning hospital requests, making urgent referrals for patients and visiting housebound patients and care home patients. We would love to be able to book an appointment for all our patients on demand. Unfortunately the high demand currently being experienced overwhelms the availability we have but we do try very hard to provide a safe and efficient service within the resources that we have.
- Our reception staff are currently handling on average up to 600 answered calls per day some days its more. Our reception team are stretched to the limits of what we can offer our patients and they can only work with the capacity that the practice has. Please remember if you cannot get though on the phone its because they are busy helping a patient. And when it is your turn

and you do get through they will do the same for you. Please don't upset our staff. They work tirelessly and are here to help you. Please be kind to our reception team.

- In addition, our admin teams ensure that we are following Clinical Commissioning Group (CCG) and Care Quality Commission (CQC) guidelines.
- Remember, all the above and a lot more have to be dealt with by receptionists and they can only do their job like most of us. It's not their decision, as a practice, we have to follow NHS guidelines.

Why was I able to get an appointment through NHS 111 when the Practice told me that none were available and to ring NHS 111?

NHS England requires every practice to allocate a set number of appointments daily to the 111 service. Only NHS 111 can allocate these appointments for emergencies only. The practice cannot access these appointments.

How can I order my repeat prescription?

There are now many ways to order prescriptions, e.g. dropping written requests in the box in the practice. Others include: Patient Access, NHS App, Prescription Ordering Department (POD).

I use the online medication ordering system, why do I regularly see my request have been rejected? What do I need to do next?

This is a system message that appears if the prescription teams are unable to process without referring to a GP. It does not mean the request has been cancelled so you just need to allow some time.

Why have the renewal dates and quantities changed for my medication?

The system generates renewal dates, based on quantities. i.e. some tablets might be a box of 28 and others in a box of 30.

Why do I need to put a message in the box on the system before I submit my request? What are you expecting to see?

Some people just add the message that it is a repeat prescription request. These are system led changes so we are unable to change them. However, rest assured that these and other issues are being fed back to NHS England for review.

Does the Practice still host other clinics and if so what are they?

The practice hosts other clinical services such as podiatry clinics, gynae clinics, cardiology clinic, diabetic clinics. Health Harmony and St Michaels clinic also make use of the rooms for dermatology. In addition the bungalow also hosts a neurology service from New Cross Hospital at Wolverhampton.

Why can't I book an appointment for a blood test, so I can order my medication?

The practice does not routinely provide a service for taking blood prior to medication orders. Patients will need to have these tests carried out at the hospital. Unfortunately we do not have the resources to offer a phlebotomy service.