



Aspen Medical Practice

Practice Newsletter

JULY 2019

Aspen Recruitment Drive

In the past two months we have undergone a huge recruitment drive appointing a new Human Resources Manager and doubling the number of receptionists. We have also added to our secretarial, medical reports and prescriptions team.

We have appointed a new GP Dr Quentin who will join us in August. Please welcome Shibu Matthews Advanced Nurse Practitioner who joined us in May.

Telephone Access

We have been very aware of the long waiting times for patients on the telephone.

We have invested heavily in resolving this by doubling our reception team and installing new software along with additional telephone lines.



This software provides real time feedback to the reception team highlighting the average wait time, the longest wait time and the number of people in the queue. There have been some technical difficulties where callers appear to have become 'lost in the call loop' resulting in significant delays. We are working with the telecoms team to overcome this. If you are waiting for longer than 15 minutes, please redial and feedback through our website.

Website Launch

www.aspenmedicalpractice.nhs.uk

We launched our new website in May. We have worked closely with the web development team to include Information about the practice, services offered and team skill mix.

The website is a valuable tool for patients on local services both NHS and in the Voluntary sector. Most of these are accessible through self referral—including access to physiotherapy and counselling with Lets Talk.

Via the website you can also request sick notes, medications, and ask non urgent questions to the team,

including doctors and nurses. These are turned around within 48 hours. Please do not use this facility for urgent medical advice.

Please ask the reception team about registering for online services. This will allow you to view your blood tests directly, your medical history and order medication.

Electronic Prescription

Services

All medications can now be sent electronically directly to a pharmacy of your choice. Please ask the pharmacy you wish to use to sign you up or specify on your next medication request which pharmacy you would like to use. This facility helps reduce lost prescriptions and minimise delays in you receiving your medication.

Texting Services

Please ensure we have an up to date mobile number for you. This allows us to text reminders to you for appointments. Doctors can also text you regarding test results and reviews which are due.

Eat Real Food Support Group



ERF group education sessions run by Dr Kuok & Dr Wilson are going well with lovely feedback from patients.

These patients are also seeing fantastic results in weight loss, improved energy levels and improved blood test results.

We now have a support group (run by patients for patients) - which promotes eating real food and healthy lifestyles.

To attend our three educational sessions please ask reception or via the website.

To join our peer support group please see the website or reception for more information. They run monthly meetings and also have an active facebook group

<https://www.facebook.com/groups/429936314512686/>

Launch of Care Navigators

Building our team of fantastic receptionist led by a new Manager and her deputies has enabled the practice to begin to roll out Care Navigation for Patients.

Care Navigation is getting patients to the help they need.



Our receptionists have undergone intensive training with specialist Trainers from the CCG. Dr Kuok & Dr Wilson will continue to work with the team to improve their skills. And knowledge.

They have been trained to ask you more about your condition in order to direct you to the most appropriate clinician. This may be one of our Clinical Pharmacists, our Advanced Nurse Practitioners or our Doctors. Please help them by giving as much information as you can. They may also suggest that a telephone appointment may be more appropriate.

Pharmacy First is a local service where you can see a pharmacist for minor ailments avoiding a GP Appointment. Please ask your local pharmacists for advice or see our practice website.

From 22nd July our Care Navigators will be able to book a same-day appointment directly for urgent problems.

Routine appointments will continue to be triaged by the duty doctor team to ensure you see the most appropriate clinician first time.

Our doctors all have areas of interest and we are fortunate to have a diverse team of clinicians with a variety of additional skills.

Community Matron

Rachel Bucknell our Community Matron has many years of experience and leads our Frailty Team. She has a caseload of patients with complex medical needs who she supports in order to reduce hospital admissions and improve care. We plan to expand the team with a social prescriber and community practitioner to further support these patients and their families.

Monthly meetings are held with Dr Hodges, Dr Raj, the District nursing teams and our Community Matron.

Gold Standard Framework

This framework looks to support patients with life limiting conditions where treatment becomes for symptom control and not cure. We hold a register of all patients affected.

In September 2018 we launched our new way of caring for these patients. You will be assigned a Primary GP and Secondary GP to ensure continuity of care. Where possible you will see your primary GP who will work with you to plan ahead with your care and provide pro-active not reactive health care. We hope by ensuring continuity that we will get to know you and your family and deliver the best care.

When you or your family call for advice or an appointment please advise the receptionist who your primary GP is so that they can contact them directly. If a Healthcare Professional wishes to speak to your GP please advise them that your Primary GP is best placed to discuss your care.

We hold monthly meetings with the District Nursing team, Community Matron, Palliative Care team and Dr Wilson who leads on Palliative Care.

Flu Campaign 2019/20



Flu vaccines will be arriving in September, we will be contacting patients to book in for dedicated flu clinics held daily at both Aspen Medical Practice and Saintbridge Surgery.

We will also hold one Saturday morning clinic on Saturday 21st September and one weekday clinic in Tuffley. More details to follow on the website. Online booking will be available for this.

CQC Visit

The practice was visited by CQC in March 2019. Whilst we were given an overall "Requires Improvement" rating—the inspectors were very supportive and positive about what they had seen. They identified concerns around the phone access which we were aware of and we have made significant progress with this. Average wait time is now down to only 3 minutes. There were other more minor issues identified but we have been working hard to address them.

They were pleased with our clinical care and made special comment about our Eat Real Food programme and the work we are doing to promote healthy lifestyles.

We are expecting to be re-inspected at the end of the year.

Arrival of Aspen babies

Dr Lunn, Dr McNeice & Dr Orme all welcomed their beautiful new babies this Spring and Summer. We wish them all the best and hope they enjoy a lovely maternity leave.