



Overton Park Surgery Newsletter

Autumn 2017

Welcome to the Autumn edition of the Overton Park Surgery Newsletter. Here we will give you an overview of what's been happening behind the scenes and updates on our services.

News



Parking

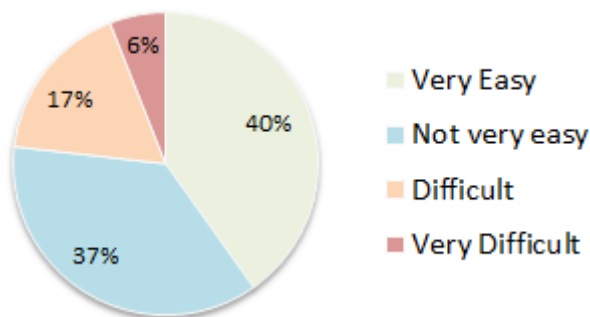
The new parking restrictions began on 1st August. So far, the impact on patients has been minimal, with plenty of parking available in Overton Park Road. We ask that the Surgery car park only be used by those with mobility difficulties or very young children.



Patient Access Survey Results

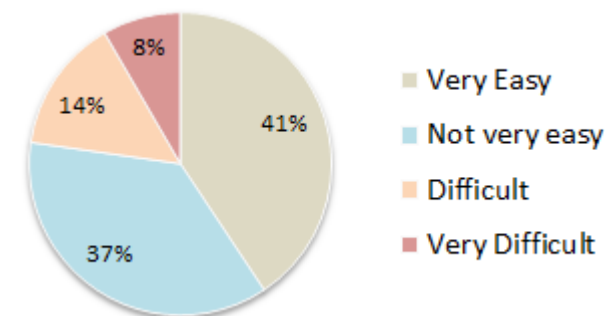
We have undertaken a survey with a sample of the practice population, and extend a big thank you to everyone who answered our questions about how you find accessing our services (and to the Receptionists handing out the clipboards!). A comprehensive report will be available on the website, but here are some of the results.

Question: How easy it is to make appointments with the GP of your choice?



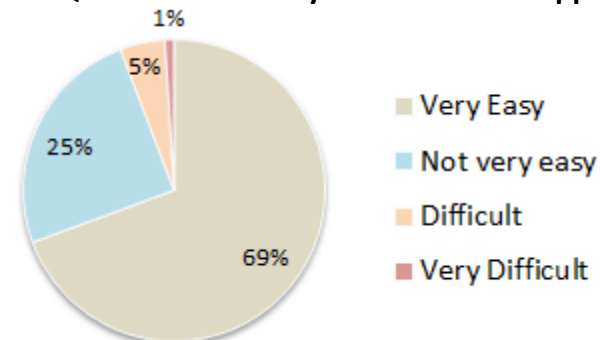
Continuity of care is important to patients and staff, but in a busy practice it is not always possible for a patient to see their choice of GP. All staff are careful to document appointments, results and administrative procedures (such as the progress of a referral) so that any GP can access a complete record of a patient before seeing them. GPs will review the most recent information before bringing a patient in to see them, so rest assured that every GP is fully informed and ready to help.

Question: How easy is it to make a same day or urgent GP appointment?



We operate a staggered appointment release system alongside a triage system. The urgency of the problem will always be taken into account. The Practice Manager and Partners review access figures weekly, looking at how many of each appointment type are available and managing locum staff and training sessions to make access as good as possible.

Question: How easy is it to make an appointment with a practice nurse or health care assistant?



We are proud to have a very skilled team of nurses and health care assistants, with a wide variety of skills and expertise between them. Our Receptionists will direct you to them if it is appropriate. These are not inferior in any way to GP appointments – they are an alternative (and often more beneficial) pathway.



Looking forward: Signposting

Receptionists have been trained in 'signposting', a national initiative to direct patients to the most appropriate point of care - from pharmacies and physiotherapists, to social prescribers and GPs. The more that patients are willing to be guided by our trained staff, the more appointments there will be available for those who need them, and the best care everyone receives.

Staff News



GPs & Nursing team

We have bid farewell to **Dr Ellis, Dr Morrison** and **Dr Hannan**, who have moved on to continue training in other areas. Our new GP Registrars joined in August. **Dr Prichard** and **Dr Langford-Wells** will be with us for a year; and **Dr Thomas Sutherland** for six months. They have settled in well already.

We also say goodbye to **Sarah Cresswell**, an extremely experienced HCA who is going to university to complete nurse training. She is a great loss to the nursing team but we wish her well and know she will be a wonderful nurse – back here, hopefully!



Reception & Administration

Receptionist **Yazmin Woods** has begun her training to be a Health Care Assistant, and the Practice supports her professional development.

Information for Patients



Travel Vaccinations

There is a global shortage of Hepatitis A and B Vaccines, and Public Health England has issued guidelines to preserve vaccine stock for those of highest immediate need. Hepatitis A is only available to travellers going to certain countries.

You should always book a Travel appointment with a Nurse at least eight weeks before travelling abroad. In the UK, the childhood vaccination programme protects you against a number of diseases, but doesn't cover most of the infectious diseases found overseas.

Some jabs need to be given well in advance, and not all recommended vaccinations are available free on the NHS. The Nurse will be able to advise you, and tell you if you could be affected by the current vaccine shortage.



Online Resources

We update our website on a regular basis with Bank Holiday opening hours, staff training, any telephone faults we are experiencing and news relevant to our practice population. Currently there is information and advice about the vaccine shortage, and a download link to the results of the Patient Access Survey.

www.overtonparksurgery.com

Our online services include appointment booking, ordering repeat prescriptions, and access to summary information in records. Please speak to a receptionist or visit our website for more information.



Flu Clinics

We invite all our eligible patients to support the surgery and book their flu jab with us. We are holding four Flu Clinics for children aged 2 and 3, and eligible At Risk patients on the following Saturdays:

October Flu Clinics

Saturday 14th and Saturday 28th

November Flu Clinics

Saturday 11th and Saturday 25th

Flu At Risk Groups Include:

- * Pregnant women
- * All over 65 year olds

Patients with:

- * Chronic respiratory disease such as chronic obstructive pulmonary disorder (COPD), severe asthma, bronchitis
- * Chronic heart disease, such as heart failure
- * Chronic kidney disease at stage 3,4 or 5
- * Chronic neurological disease, such as Parkinson's disease or motor neuron disease
- * Diabetes
- * Coeliac disease
- * Stroke
- * Heart Disease
- * Weakened immune system due to disease (such as HIV/AIDS) or treatment (such as cancer treatment)
- * People living in long-stay residential care homes or other long stay care facilities.
- * Carers
- * Seriously overweight (BMI of 40 or above)

You can book an appointment over the phone, at the practice or online. If you do not know if you are eligible, please speak to a receptionist.

If you are eligible for the shingles or pneumonia vaccines, this is noted in your record and will be offered at the same time.



Extended Hours

We have extended hours offering booking appointments to patients:

Every Tuesday (early clinic)

Open 7:30am - 6:30pm

Every Wednesday (early clinic)

Open 7:30am - 6:30pm

Every other Thursday

Open 8:30am - 7:30pm (late clinic)

Every Friday

Open 7:30am - 6:30pm (early clinic)