

News and Updates at The Central Surgery

Dear Patients,

We would like to update you on our team at The Central Surgery and answer some frequently asked questions. We know it is important for you to be kept updated about what is happening at your surgery and we hope this helps answer any questions you may have.

Our Clinical Team

GPs

Dr Shaista Khan

Dr Hema Saigal

Practice Pharmacist

Primal Kotecha

Tahir Khalifa

Nursing Team

Lead Nurse – Helina Musker

HCA – Emma Talbott

Phlebotomists – Mandy Charlton

Regular Locum GPs

Dr Katherine Charles

ANPs - (Advanced Nurse Practitioners)/Minor illness

Anne Snell

Emma H (locum)

ANP Male (locum)

Community Midwife

Claire Burton - Midwife

PCN Team

PCN ANP – Samantha Kind-Farrell

Mental Health Practitioner – Julie Blackett

First Contact Physiotherapy team

Wellbeing Advisors led by Sue Renton

*For our non-clinical team, please see the
“Team” section of the website*

AccuRx

We have recently added AccuRx as one of our online services.

We are currently using this service for admin requests and will reply to these requests within 3 working days. This is an additional service that we have introduced to increase the ways in which you can contact the surgery.

For this service follow this link: <https://florey accurx.com/p/C82021>

Phone lines

We know that our phone lines can get extremely busy. This is the case for a lot of practices and we are sorry about this because we want patients to be able to access us as easily as possible.

Phone lines being busy are partly due to our online access being temporarily restricted but also because demand for appointments in general practice has gone up due to the backlog during the pandemic. Hospitals have extended waiting times for clinic appointments and operations and we must look after those patients to keep them well whilst they are awaiting their appointments. Some people delayed contacting their GP during the peak of the pandemic and so there are more requests for appointments because of this. We have also been running the Covid vaccination programme and dealing with a lot of queries related to this. All of this means that there is an increased demand on our phone lines.

We are aware that this can cause frustration and we have been working to find ways to increase our phone line availability. We have been working with our local CCG and our phone provider to find a solution. We are also exploring other ways to free up phone lines so that you do not experience long wait times or being cut off whilst you are waiting.

Previously we had a queue system, but the overwhelming feedback we had from patients was that they did not like it, and so we changed our contract to remove this based on patient feedback.

Please bear with us as we try to improve this system for you.

Why are GP Practices so busy?

For lots of reasons! Requests for appointments in General Practice have gone up nationally. This mainly due to the backlog during the pandemic. Some people delayed contacting their GP during the peak of the pandemic and so there are more requests for appointments because of this. Hospitals have extended waiting times for clinic appointments and operations and we must look after those patients to keep them well whilst they are awaiting their appointments. We have also been running the Covid vaccination programme and dealing with a lot of queries related to this. All of this means that there is an increased demand on General Practice. We are working hard to continue to provide you with the best possible care at The Central Surgery as well as providing support to enable you to look after your health.

Please find attached a letter from our Local Medical Committee advising patients of what has been happening in General Practice.

<https://www.thecentralsurgeryoadby.co.uk/wp-content/uploads/sites/769/2019/07/LLR-LMC-Open-letter-to-patients.pdf>

What have we done to address this?

We have taken on GPs

We have invested in regular locums

We have invested in regular ANPs

We are at the forefront of Active Signposting – ensuring that we try to get patients to the right point of care. We have been recognised nationally for this and are really proud of our team!

We are reviewing our phone lines and online system to try to improve your access to the surgery

We provide early extended access appointments between 7.30 and 8 am on certain days with our Practice Pharmacist, Practice nurses, Health Care Assistant and Phlebotomist.

We have provided some Saturday Smear clinics to allow ladies who are unable to attend during normal opening hours to be able to attend for this important screening test.

Why does the receptionist ask for details of why you want an appointment?

In order to direct you to the correct professional – GP/nurse/pharmacist/physiotherapist etc., our reception team need a bit of information from you. This is to try and ensure that you are consulted by the right professional and your time is not wasted on incorrect appointments.

We have lots of allied health professionals that can help you and sometimes seeing or speaking to a GP is not the most appropriate thing for you. By providing us with some information about your request, our reception team can book you in or direct you to the correct point of care. You have the right not to provide this information, but this may lead to you not having the correct appointment at the first contact.

Receptionists are trained in patient confidentiality as are all our staff.

Why am I not being booked with a GP?

Historically, all patients that had a healthcare need received an appointment with their GP.

Over the years, this has evolved and there are lots of allied health professionals now working in the NHS that can provide excellent care. These professionals are trained in their area of specialisation, and you will be booked with them where it is appropriate. Not seeing a GP does not mean that you will not receive high level care. If during your consultation, the allied health professional needs a second opinion from a GP, they will speak to one of the doctors on site to do this.

Allied Health Professionals include:

ANPs or minor illness nurses – these are nurses who have undertaken formal qualifications to deal with minor illness.

Practice or PCN pharmacists – can do medication queries, reviews, Blood Pressure reviews, etc.

Mental Health Practitioners – Can support patients with their mental health if appropriate

First Contact Physio – Undertake assessments to give GPs advice about further tests and management

Wellbeing advisors – can help with lifestyle, housing, social, isolation, carer's advice

Local Pharmacy Scheme – we can refer you to a local pharmacy to deal with some minor illness problems.

Home Visits

Due to the pandemic and the overall increase in work experienced by General Practice, Clinical Commissioning Groups have contracted a service called the Acute Visiting Service to undertake home visits, where appropriate, for housebound patients on behalf of GP practices. This service was available for some considerable time prior to the pandemic too. The acute visiting service clinicians are trained healthcare professionals. GPs will still undertake some home visits where appropriate, but most visits are undertaken by the acute visiting service where appropriate.

Positive Feedback

We think we have an amazing team at Central and we are proud of how they have tried to keep their spirits up and how dedicated they have been during the pandemic. Positive feedback really motivates the team and drives us to work even harder to provide you with excellent care. If you have positive feedback to share with us, please contact us at the surgery, or click the link below:

<https://www.thecentralsurgeryoadby.co.uk/patient-info/feedback/compliments/>

If you have feedback for CQC please click the link below:

<https://www.cqc.org.uk/give-feedback-on-care?referrer=getinvolvedlinksection>

We understand that sometimes patients would like to give us constructive feedback on how we can improve our service. Please click the link below or above if you would like to find out how to give feedback or how we can improve our service.

Sometimes patients wish to raise a complaint. We are sorry if that is the case, but we will work hard to make things better. Please also read the link attached from the Local Medical Committee about making complaints <https://www.thecentralsurgeryoadby.co.uk/wp-content/uploads/sites/769/2019/07/LLR-LMC-Open-letter-to-patients.pdf> . If you still wish to make a complaint, then please click the link below and one of our complaints team will get in touch with you.

<https://www.thecentralsurgeryoadby.co.uk/patient-info/feedback/complaints/>

If you wish to join our Patient Participation Group, please click this link <https://www.thecentralsurgeryoadby.co.uk/patient-group/join-ppg/>

We hope these updates have been helpful but if you have any questions, please contact the surgery to speak to one of our lovely Patient Services Advisors.

Thank You

The Central Surgery Team