



# DOWNLAND PRACTICE

## Patient Info Sheet Issue No: 005 (January 2020)

Welcome to the Downland Practice patient info sheet. The aim of this is to act as a communication link to all of our patients registered at the practice and to inform you of any changes occurring. This edition will concentrate on the following issues:

1. Seasonal Gifts – Thank You
2. Nursing Clinics
3. Travel Health Clinics
4. Non NHS Private work
5. Patients behaviour on the telephone
6. Practice Appointments

### **Seasonal Gifts – Thank you**

On behalf of all the staff at the Downland Practice thank you to all those patients who handed in seasonal gifts of chocolate boxes, and various selection packs of luxury biscuits. We are still enjoying these nice gifts even though many staff are on their new year diets. It is really kind of you all to think of the Doctors, Nursing Staff, Reception/Admin Staff and the Pharmacy Staff who work at the Downland Practice.

### **Nursing Clinics**

The nursing team at the Downland Practice will be undergoing change in 2020. We are in the process of recruiting nursing staff to support the current team but during this year we aim to change the nursing clinics so that the appointments are booked according to clinical need. The nursing team are required to set up the treatment rooms for various clinics, this takes quite a bit of time to set up and take down and get ready for the next clinic. We have recently introduced ear syringe clinics, this saves valuable nursing time, as they are set up for the ear syringe clinic and see the patient list who require this procedure to be undertaken. We will keep you updated on the development of the nursing clinics and once established we will post the system on the practice website.

### **Travel Health**

The Downland Practice has stopped running private travel health clinics. This service is not efficient use of the current nursing team. Patients who wish to access private travel health clinics are advised to use 'Google' to locate a travel service that is local to them. The Pharmacist at the Downland Practice does offer travel advice and can issue medications for travel. The practice does have more information at [www.downlandpractice.nhs.uk/digitalpractice/travel-service](http://www.downlandpractice.nhs.uk/digitalpractice/travel-service) .



### **Non NHS Private Work**

The Downland Practice has recently reviewed the process for patients who require to have non NHS private work undertaken at the surgery. This includes HGV/Taxi/Sport medicals, shotgun/firarms licence applications and GP letters. The full list of services available and costings can be found on the practice website [www.downlandpractice.nhs.uk](http://www.downlandpractice.nhs.uk) . Staff will aim to action requests received from patients within 20 working days of receipt of the request.

### **Patient's Behaviour on the Telephone**

All telephone calls are recorded at the Downland Practice, recently there have been some badly behaved patients who have been aggressive and bullying in their approach to the reception team. The reception team have been given training to deal with these patients, but patients who are overly abusive to staff will be reported to the police and may be removed from the practice list.

### **Practice Appointments**

Please be punctual for your appointment at the Downland Practice. Patients that arrive late may be required to rebook their appointment at a later date. Please inform the practice if you are running late so our staff can make clinicians aware and aim to accommodate your appointment, where possible. At times the appointment system will be running late as patients can present with urgent conditions that need the Doctor or Nurse to spend more time with a patient due to their condition, this may involve transferring the patient to care outside of the Downland Practice (999 ambulance). Patients waiting in the waiting room for appointments will be informed of any delay. The Doctors operate a '*Sit and Wait*' clinic, this clinic is the duty doctor's afternoon clinic and is used for on the day access. Patients may have to sit and wait whilst the doctor is dealing with their case load, patients attending this clinic may benefit from bringing a book or magazine whilst they wait to see the doctor in the waiting area.