



# DOWNLAND PRACTICE

## Patient Info Sheet Issue No: 018 (Mar 2022)

Welcome to the Downland Practice patient info sheet, we have the following updates:

1. Abuse of NHS staff
2. Social Prescribing
3. Ukraine Donations
4. New Paramedic
5. Downland Practice News
6. Nursing team update
7. Appointments
8. Change GP Requests
9. Staff Changes

### **Abuse of NHS staff**

There have been several patients behaving in an inappropriate manner towards the staff whilst using the pharmacy, practice telephone and text messaging facilities. Behaving in an inappropriate manner towards our staff is not to be tolerated. We have now placed up NHS posters across both sites to remind patients to behave when using NHS services at the downland practice.

### **Social Prescribing**

Recovery in Mind and The Downland Practice have come together to run a one-hour bitesize Introduction session for adults 18+ at Compton Surgery 6pm on Wednesday 23rd March. For more information or if you are interested in attending another session, please see the below link. [https://www.downlandpractice.nhs.uk/practice\\_news/we-wanted-to-check-in-on-you-how-are-you-doing/](https://www.downlandpractice.nhs.uk/practice_news/we-wanted-to-check-in-on-you-how-are-you-doing/)

### **Ukraine Donations**

Dr Louise Reed has been busy organising donations to be delivered to Ukraine. She has found someone local who is doing regular trips to take donations out to the place where they are needed most. Please look at the practice website for details of the donations that are required. [https://www.downlandpractice.nhs.uk/practice\\_news/ukraine-donations-dr-louise-reed/](https://www.downlandpractice.nhs.uk/practice_news/ukraine-donations-dr-louise-reed/)

### **New Paramedic**

Mike Essery joined the team on the 24 January 2022. Mike will be seeing patients who have urgent on the day demands, if it is appropriate then the patient will be handed over the care of the Duty Doctor. This will allow the practice to eventually free up some GP time so that we can offer more routine GP appointments to our patients. Mike has been well received by many of the patients he has seen to date.



## **Downland Practice News**

Dr James Cave the Downland Practice Senior GP Partner has written an article about the Downland Practice. If you have not already done so, please have a look at the practice website [https://www.downlandpractice.nhs.uk/practice\\_news/downland-news-dr-james-cave/](https://www.downlandpractice.nhs.uk/practice_news/downland-news-dr-james-cave/)

## **Nursing Team Update**

One of our Nurses had some unplanned absence for the month of March 2022, this did result in some nursing clinics being cancelled. We have managed to find a Locum Nurse so that we could rebook these cancelled clinics back in, this may have caused some inconvenience to patients, we do apologise for this.

## **Appointments**

There are over 6 million people waiting (at November 2021) to be seen at the NHS Hospitals. This places even more pressure on GP Practices, please do turn up for your appointment with your Nurse/Healthcare Assistant / Clinical Pharmacist / or Doctor. Covid-19 infections still arise, this also effects the clinical staff who work at the practice and appointments will be cancelled at last minute when clinical staff are absent.

## **Change GP Requests**

We are getting several change GP requests; this is where the patient's named GP is requested to be changed for another GP. Please be aware that if the GP you request already has a full list of patients, then you will be allocated to a GP who has gaps in their patient list. This then reduces a GP having too many patients on their list and reduces their patients from having to wait longer to see them for a routine appointment. From time to time the GP lists are amended so that the spread of patients is equal across the GP's who work at the Practice. A GP who works four days a week will have a patient list double that of a GP who works two days a week. The Practice always attempts to send patients a text to notify them of the change on their named GP, failing this an email will be sent, failing that then a letter will be sent out.

## **Staff Changes**

Barbara Howe the Clinical Pharmacist is leaving the team at the end of March 2022. She may still be about in the Downland Pharmacy for a few months as she has elected to undertake Pharmacy Locum Work. The Downland Practice are in the process of recruiting a new Clinical Pharmacist. A Clinical Pharmacist role is becoming more embedded at the surgery, they undertake medication reviews for patients and can see patients for chronic health disease reviews and some can deal with urgent on the day patients. This is freeing up GP time so that the GP's can see other patients with more complexed needs that take longer than the standard 10-minute GP appointment.