



# DOWNLAND PRACTICE

## Patient Info Sheet Issue No: 021 (Sep 2022)

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

1. Abuse of NHS staff
2. Autumn Flu and Covid-19 Clinics
3. Change GP Requests
4. Staff Changes
5. Pharmacy Services
6. Facebook Page
7. GP Appointments

### **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. This is still an issue at the practice, patients who misbehave towards any of our staff will be given a warning letter, where appropriate then the Police will be informed, this may end up with the patient receiving a Public Order Offence and being removed from the Downland Practice List.

### **Autumn Flu and Covid-19 Clinics**

Invites have been sent out for Flu/Covid on the 1, 9 and 15 October 2022 – These are for the over 65-year-olds. On arrival patients will be booked in and sent to the next available clinician. Please do not turn up early as you will be asked to come back when your appointment is booked.

We also have a clinic on the 22 October 2022, this is for the at-risk patients under 65. We will be sending invites to the 50 – 64-year-old group in for Flu/Covid towards the end of September 2022. These clinics will take place at the beginning of November 2022.

### **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. Dr Curtis has had his patient list split up with the other GP partners until Dr Victoria Ashall joins the team in early November 2022, patients will then be transferred over to Dr Ashall.



## **Staff Changes**

The Downland Practice has been successful in recruiting a new Pharmacist to run the Downland Pharmacy. Sherry Khan started in Mid July 2022. Sherry is making changes and offering Pharmacy services to patients who need them. Lauren Rudland, Rosie Mansfield, and Hanneke Neuenschwander join the Pharmacy team as well as dispensing staff. All the new dispensing team are experienced in the role.

Amy Brewer and Morgan Ireson have joined the Nursing Team. Amy is an experienced Practice Nurse and brings with her a wealth of knowledge, likewise Morgan who has also come to us from another GP surgery is bonding well with the team and is enjoying her role as a Healthcare Assistant.

Dr Victoria Ashall will be taking over from Dr Curtis, Dr Ashall is a GP partner at another GP practice and is an experienced GP. There may be some changes in allocations of patients until her arrival in early November 2022. The practice team will be transferring patients over to Dr Ashall during October 2022, this will allow patients to book in with Dr Ashall from the second week of November 2022.

## **Pharmacy Services**

Sometimes when patient rings up the surgery for an appointment, they may be asked to see the Pharmacist first, this all depends on what the condition is and if the patient is eligible for some of these pharmacy services. This is not new but has been suspended whilst we have had temporary pharmacist covering the Downland Pharmacy. Sherry will be offering BP checks, new medicine reviews and some on the day needs for patients.

## **Facebook Page**

Dr Stephanie White is in the process of setting up a Downland Practice Facebook page. This will be used to keep patients informed of developments at the surgery and of any coming changes to services. This will be used alongside the Practice Website for patient information. This is proving to be a well-used and looked at page across the practice population.

## **GP Appointments**

As you are aware, the NHS currently has 6.8 million patients waiting for hospital appointments, this is hugely increasing demand across all GP surgeries in England. All GP's are seeing more patients and demand for appointments has increased as a result of patients not being seen at hospital. We have had Locum GP cover over the summer and this has helped to reduce the wait times for patients registered at the Downland Practice.