



DOWNLAND PRACTICE

Patient Info Sheet Issue No: 022 (Nov 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. Practice Appointments
8. Feature Article - Paramedic

Abuse of NHS staff

Sadly, this is an issue that does not appear to go away, several patients have been behaving in an inappropriate manner towards the staff whilst using the practice, both on the telephone and in the practice. 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. Patients who misbehave towards any of our staff will be given a warning letter, and where appropriate then the Police will be informed. Patients who are reported to the Police may end up with the patient receiving a Public Order Offence and being removed from the Downland Practice List. The patient will then be offered a practice in Newbury/Didcot or Wantage to access GP services.

Autumn Flu and Covid-19 Clinics

This year's Autumn Flu and Covid-19 vaccination clinics have gone well. The uptake has been exceptional from our patients who have been offered this service. The Downland Practice have had to order extra Flu vaccines to meet the demand for this service. The practice has mainly been running these clinics at the weekend, but we have also offered weekday appointments at the surgery. Our last weekend clinic will be on the 12 November 2022. Thank you for your support, the Flu and Covid clinics provide much needed income for the surgery.

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. We do try and action GP change requests in a four-week period, this can at times be longer depending on other demands on the practice and GP holidays.



Staff Changes

Dr Victoria Ashall has now taken over from Dr Curtis, Dr Ashall was a GP partner at another GP practice and is an experienced GP. There have been some changes for some patients recently as the practice have been redoing GP patient personal lists. All of Dr Curtis patient's will have received a household letter explaining that they will be looked after by another GP on a temporary basis until Dr Ashall arrives.

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

The Downland Practice Facebook page is getting some good numbers on terms of the users of this facility. We are using this facility to keep patients informed of developments at the surgery and of any coming changes to services. We still have the Practice Website for patient information. This is proving to be a well-used and looked at page across the practice population.

Practice Appointments

As you are aware, the NHS currently has 7 million patients waiting for hospital appointments, this is hugely increasing demand across all GP surgeries in England. All GPs 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. Now that Dr S Ashall is in post, we no longer have the locum assistance. This coming winter will be very harsh for the NHS in general. Patients are reminded that if they are unable to attend any booked appointment at the Downland Practice then please do contact us as soon as possible to cancel. This appointment will then be given to other patients and not go to waste during this period of high demand for NHS services.

Feature Article – Paramedic, on the day demand

Many of you may have attended the practice for an on the day appointment and been seen by our Paramedic, this is a relatively new post for General Practice and is still in the development stage. Mike the Paramedic previously has worked on the 999-ambulance response team for over 20 years and has also worked in Minor Injuries & Illness department in the hospital environment and in other GP Practices. Traditionally in the GP practice patients ringing up on the day for urgent primary care needs have been seen by a Duty GP. The Duty GP not only sees patients, but they also deal with all of the urgent results and



hospital letters for the practice. The Duty Doctor shift is 08.00 – 18.30, a very long day, very often this day can end at 21.00 or later. This is an unsustainable way of working for anyone and can be seen as unsafe for someone who has the responsibility to provide for the care of patients.

Having the paramedic in post frees up the GP to deal with the cases that the Paramedic is unable to deal with. When the Paramedic is on annual leave the GP then takes on the Duty GP role in full but having the Paramedic is reducing GP Fatigue and is protecting the patient facing workforce.

Patients who need to be seen on the day should ring the practice before 12.00, patients who contact the practice after 12.00 or on exceptionally busy days for one the day appointments may be asked to contact 111. 111 can then offer patients a triage service for their condition and advise on the appropriate care pathway. 111 can book a GP appointment at the practice as there are protected appointments for this once these are full then 111 may contact the practice. If 111 contact the practice, then they will send over a report to the practice so the GP can assess the need of the patient. The GP may then phone the patient of ask them to come into the surgery to be seen. Patients who are seen by the Duty GP with a chronic long-term condition are likely to be informed to book a routine GP appointment with their own GP. The patients own GP will be aware of the patient's health and be best placed to deal with their condition.

The Paramedic does offer appointments at 07.30 / 07.45 / 08.00 and 08.15 Tue – Fri, these appointments will be offered to patients who ring in late in the day and can be seen the next day. The GP may also book these appointments for some 111 patients. Patients who ring up for on the day appointments are informed that they will see the Paramedic who works with the duty team. The Paramedic is making a difference to the GP's working day, the patients are also being seen in a timely manner. The practice has had lots of positive responses about the Paramedic and the clinical team at the Downland Practice are pleased to have Mike in their ranks. We hope all our valued patients registered at the feel the same way.

Website Links – Please click on the below links to the practice website for other news.

Dr James Cave- https://www.downlandpractice.nhs.uk/practice_news/dr-cave-senior-gp-partner/

Practice Survey - https://www.downlandpractice.nhs.uk/practice_news/patient-survey-downland-practice/

Ask the GP a question - https://www.downlandpractice.nhs.uk/practice_news/ask-the-gp-a-question/