

THE NORTH THORESBY PRACTICE

NEWSLETTER

March 2022



From the Practice

Whilst all covid-19 restrictions have come to an end, we would appreciate if patients can still wear a mask when attending the surgery, especially for appointments with clinicians to help keep patients and staff safe in the building.

The practice would also like to thank our patients for all feedback regarding our services. We always appreciate good feedback, and welcome other feedback so we can look at improving our services, and making changes where appropriate.

In the future, the practice will also establish a complaints team. This will ensure that any complaints received can be dealt with in a timely manner, and resolved quickly.

Our website will be updated shortly. We are aware that the nursing page has been under review for a while, however we will have this completed shortly. This will detail what clinics the nurses run, and which nurse you should see for your concerns for different health issues.

Staff Information

- **CHELSEA-LEE** has joined our reception team and is already settling in well with the practice.



Reminders

- If you are requiring a sick note/Med 3 certificate to be signed off from work, you must first “self-certify” for 7 days before requesting a sick note for further time. **Please be aware these are done in the GP’s own time, and a time scale of when it will be ready cannot be given by the GP or the reception team.** Sick notes can be backdated so there are no gaps between dates, but we are unable to forward date them.
- Most of our GP’s do not work full time and therefore do not have regular clinics each day of the week—This may be why you might not always be able to see a particular doctor. **We encourage patients to see whichever doctor is available for minor illnesses.** However, if patients prefer to see a certain doctor, please keep in mind that this may mean a longer wait for their availability. Also, we do encourage patients to **utilise other staff members within the practice.** **If you are needing medical attention and refuse an appointment offered to you; it will be documented.** The receptionist may often divert you to the most appropriate person depending on your presenting problem. We try to offer as many appointments as we can. However, not all problems need to be dealt with by a doctor so we advise patients to see other available staff members where possible.

APPOINTMENT SYSTEM

We have had feedback from many patients over the recent months that getting through to the practice for an appointment in the morning has been almost impossible on some days.

To try and help this situation, from Monday 14th March 2022 our appointment system will change slightly.

From the 14th March, a selection of our appointments on the day will be available to book online for a GP to call back later that day. These appointments will be available to book via System Online (accessed through our practice website). These appointments will be made available each morning, so patients can book a telephone triage call with the GP on the day. These appointments are available to book before 8am each day, so we hope they will prove useful to those patients who can't ring first thing in the mornings.

There will also be appointments available to book via telephone (calling from 8am in the mornings) through the reception team, but we hope that by introducing these online appointments it will offer the chance for people calling the surgery to get through to the reception team quickly, with a possibility of an appointment being available to book.

Please be aware that any appointment booked online is still a telephone triage appointment unless the surgery contact you to invite you in to see the GP.

The reception team still have appointments they can book in advance for patients who require follow ups from the GPs—these tend to be 2-3 weeks in advance.

We also have a clinical pharmacist Paul who is trained in minor illnesses, so if you are calling to speak to a GP about minor illness (e.g. chest infections, eye infections etc) the reception team will offer an appointment for the patient to come into the surgery to see Paul face to face in the first instance.

ACCURX UPDATE

Following recent discussions with the GP's and reception team, the practice have agreed to continue to use AccuRX for admin requests only at the moment.

The staff have found this a very useful tool, as it links to patient records at the practice, so any information sent to the practice from a patient is saved straight into the patient records. This means that staff can see previous requests and actions.

Some patients may have already started to receive text messages with links to send photos back to the practice, or link to access documents processed for them. This is the same system, and will remain in place.

DISPENSARY

Our Dispensary is based at North Thoresby and is open:

Monday—Friday from 8:30am—6:30pm (closing between 1pm-2pm daily)

Telephone lines are open from 11am-3pm (Option 3 on the phone lines)

Please allow a 1 week turn around for repeat prescriptions

How to order your prescription:

- ◆ *Dropping your repeat slip at either the North Thoresby or the Holton-le-Clay Prescription Boxes.*
- ◆ **SystemOnline (You will need to obtain a username and password from Reception—OVER 16's Only and PHOTO ID IS REQUIRED)**
- ◆ *By Post—Enclosing a pre-paid self addressed envelope.*

WE DO NOT ACCEPT PRESCRIPTION/MEDICATION REQUESTS OVER THE PHONE



Practice Nurses

- Childhood immunisations
- Holiday vaccinations
- Compression
- Staple removals
- Contraceptive Pill Reviews
- Hormone injections
- Swab Tests
- Diabetic reviews
- Hypertension reviews
- Doppler studies
- Contraceptive injections
- Shingle vaccinations

HCA's

- Vitamin B12 injections
- Pneumonia/Flu Vaccinations
- Blood Tests
- INR (Warfarin) checks
- Smoking Cessation Advice
- Blood Pressure checks
- NHS Health Checks
- ECG's
- Ear Syringing
- New Patient Appointments
- Spirometry Tests (not currently available)
- Dressings and Wound care

By using the Healthcare Assistants for the above services, it will automatically free up more appointments with the Practice Nurses for more complex needs.

Blood/Test Results

Please phone the surgery (Option 2) after 11am to obtain blood test results, Scan Results or other any other queries.

Please Note:

- *It is the patients responsibility to contact the surgery to obtain their test results unless they have been told otherwise by a clinician.*
- *Any tests that have been requested or arranged via a hospital consultant; should be chased by the patient through the hospital department that they were seen under.*

Polite Reminder *The receptionists are not medically trained to give specific readings or go into detail about results or findings . Messages passed on will be generic or a statement that the doctor has written to pass on to the patient. If you require a more in depth discussion about any results you may not understand, please request an appointment with the Doctor.*



Website and Social Media



Any updates regarding the practice can be found on our practice website at
www.norththoresby.org.uk

We also put updates on our practice Facebook page at
www.facebook.com/NorthThoresbyPractice

DNA'S



During February 2022:

Doctor appointments:	1 appointment	Time wasted: 10 minutes
Nurse appointments:	41 appointments	Time wasted: 720 minutes (12 hours)
HCA appointments:	47 appointments	Time wasted: 740 minutes (12 hours)
Other appointments:	17 appointments	Time wasted: 280 minutes (4.5 hours)

If you are unable to attend your appointment, please contact the surgery at least an hour before your appointment is due to start, as this can be offered to another patient and avoid waster time for the clinicians.

TELEPHONE SYSTEM

The network cabinets have been upgraded. This brings us a step closer to implementing the new telephone system with more lines through to the practice, which should help cut down wait times on the phones.

OTHER UPDATES

Over the coming months, there will be building work happening at Holton-le-Clay to create 2 new consultation rooms in the current meeting room. Although the work will mainly be done at the weekends, please bear with us as there may be some disruption during the week when clinics are running to get the rooms completed in a timely manner. The practice has also received a generous donation from the estate of a late patient. The Partners have agreed this will be used to create a new meeting room.

Following feedback from patients, the practice is going to provide more seating in the waiting areas with arm rests. Seating in both North Thoresby and Holton-le-Clay will also be wipeable in the patient waiting areas.

Holton-le-Clay has also had the flooring replaced throughout the waiting and reception areas to provide more suitable infection control measures in a clinical setting.

PATIENT INFORMATION

Our television information boards will be updates again soon. Please look out for the new updates shown on these screens.

We also welcome any suggestions of information you would like to see on these screens. If you have a suggestion, please put it in writing for the attention of the practice manager and pass it to the reception team.

NORTH THORESBY SURGERY

HIGHFIELD ROAD, NORTH THORESBY, DN36 5RT

01472 840202

HOLTON - LE - CLAY SURGERY (Branch)

LANCASTER GATE, HOLTON LE CLAY, DN36 5YS

01472 828546

<https://www.norththoresby.org.uk/>

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