

# Kelvedon and Feering Health Centre ~ Newsletter

Your surgery, your care, your say...

## Hello!

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*"We have listened to the issues and concerns you have raised, and a dedicated team of staff are working on delivering these"*

Welcome to the second edition of your local surgery newsletter. We are keen to keep you informed about the work currently underway to bring about positive change for our community. We have listened to the issues and concerns you have raised, and a dedicated team of staff are working on delivering these.

Since our last newsletter in October, the flu vaccination campaign has been keeping us all very busy. We have welcomed new clinical staff to the surgery and progress is being made to purchase a new telephone system. Please read on for more information.

*Sharon Moss*

Managing Partner

## Flu vaccine update

The practice have been working with Public Health England in relation to a recent incident which occurred with a fridge temperature breach, this fridge contained immunisations and vaccinations. Public Health England are satisfied that the practice have acted in accordance with all reporting requirements and that prompt action was taken by the practice within the timescales requested following reporting of the incident. Confirmation has also been provided that all patients affected have been contacted in accordance with Public Health England guidelines and the practices own duty of candour to patients.

## **New phone system**

We have made good progress with sourcing a new telephone system for the surgery but we want to purchase the system that best meets our needs – and yours – so we can give you a more responsive service.

We have sought the assistance of an independent IT professional to help us assess the different options we have received quotes for, as this will be a significant investment for us. The next step will be to receive a demonstration to see how the system really works and functions it can offer to our patients and staff. This will take place on the 2<sup>nd</sup> December and we aim to then select the best system and place our order. We are aware how much this matters to our patients, and want to assure you that we are working hard to confirm the new arrangement to you as soon as possible.

## **Newly appointed interim business manager**

We are delighted to welcome Toni Wyatt to the team as our interim business manager while we recruit to a permanent position. Toni brings a wealth of high level practice management experience to the health centre and will play a vital role in the delivery of the improvements we are making for our patients.

## **Online access – should I sign up?**

Online access, available through a safe, confidential and free system called SystemOne, lets patients access an account of their own to book an appointment, order repeat medications and view their own medical records. You can access the system at any time of the day or night, and you do not need to phone the practice to do any of that.

Appointments bookable online are available for the Doctors - at present, an average of 16 on-line bookings are available daily. These are being well taken up and as a team we will look at the demand for this over the next few weeks. We want to ensure all our patients know about this offer and are able to access the system if they choose to, and will be promoting the offer to all new patients. If you are already registered with us, and wish to be given access, please ask reception for an application form.

## **Phlebotomy (blood taking) service**

We are pleased to say that we are actively advertising for (and interviewing) new staff to join the team so we can return to taking bloods for all patients over the age of 16. We know how important this service is to our community and are keen to be able to establish a full phlebotomy service to you in the very near future.

## Managing your regular prescriptions

If you or someone you care for uses the same medicines regularly, you may also be able to benefit from the NHS Electronic Repeat Dispensing service (sometimes called eRD). This means you won't have to re-order or collect your repeat prescriptions from the surgery every time you need more medicine.

The surgery will give a pharmacy of your choice permission to dispense a series of prescriptions for you on a regular basis. This means there is no need to arrange repeat prescriptions – you can simply choose the local pharmacy you want to use and go there to collect your medicine when you need it.

Using Electronic Repeat Dispensing will save time for you and us, and also help cut NHS spending by processing fewer paper prescriptions. The service is reliable and confidential, as electronic prescriptions cannot get lost.

If you would like to find out more about this service, please call the surgery or ask when you next visit us to discuss whether you are eligible for eRD. The number of repeat prescriptions you can get will be determined by how frequently your doctor requests that you have a medication review (usually every 12 months).

The practice team is also linking up with Boots Pharmacy in the village to look at how we can improve the service from surgery to pharmacy, so that our patients experience a seamless service.

## New services at the Kelvedon Hub (the former Brimpton House surgery)

These now include MSK (musculoskeletal care – physiotherapy), flu clinics, a young carers service and other nurse-led clinics.

## Supporting our patients with dementia

In early November, we held a training afternoon on dementia in the community. This was attended by our practice team and a number of patients. It was a fantastic few hours, very enlightening and well received. More news to follow in our December newsletter about our new Dementia Café for carers (young and old).

## Full nursing team now in place

Our final new nursing recruit joined us earlier this month and we are delighted that we now have a full nursing team in place. The nurses provide a wide range of services to our patients, including chronic disease review and management, dressings, vaccinations and injections to name a few. The team are based at the 'hub', which is the newly renovated Brimpton Surgery building on the northern side of the High Street – parking is also available there.

The surgery, in common with most GP practices across the country, is looking to improve the skill mix among the healthcare professionals who work here. That means you can see the healthcare professional most appropriate to your needs – like a nurse, clinical pharmacist or Advanced Nurse Practitioner (ANP).

Advanced Nurse Practitioners are highly-trained health professionals that can undertake complex reviews of patients and prescribe medication, similarly to GPs. They can assess symptoms and build a picture of a patient's condition, treat minor health problems, infections, make referrals and prescribe medication where necessary. We have Lesley who is employed as an Advanced Nurse Practitioner and Toby who is employed as Nurse Practitioner. You can find more information on ANPs in a factsheet available on our website from the home page article about our ANPs.

## Interested in getting involved with the surgery?

We have recently established our new Patient Participation Group (PPG) who meet, at present, once a month in Kelvedon. The members are keen to learn about the transition work and improvements being made by the surgery, and will also act as a "critical friend" on behalf of the wider surgery community. If anyone is interested in joining the PPG, please email us on [kelvedonfeeringhealthcentre@nhs.net](mailto:kelvedonfeeringhealthcentre@nhs.net) Our next meeting will take place on Tuesday 10<sup>th</sup> December.

## That time of year...Christmas

The surgery works with Braintree Foodbank and this year they have joined forces with the Colchester Foodbank - REED and Emmaus . The surgery is collecting for donations for boys and Girls aged 0 - 16 by Thursday 5th December. Donations can include unopened and unused toys, books, toiletries, sweets, gift vouchers and stationery.

If any residents of Kelvedon and Feering wish to make a donation please hand in at either of our sites - Kelvedon and Feering Health Centre or the nursing hub at the old Brimpton Surgery, just over the road.