

Jenner Health Centre

Patient Newsletter – December 2016



Staff News Update



Dr Lawal is now back at the practice having been off on maternity leave for the last 12 months.

Two New Nurses Practitioners – Jeanette Hone joined us in July having previously worked at MIIU at the City Care Centre, and Becky Wilding joined us in August from North Brink Practice in Wisbech. Both are very

experienced nurses who we are very lucky to have employed.

Receptionists – Julie Greensmith & Kelly Ruff joined the reception team in August, and Pauline Hudson joined the team in October. We have said sad farewells to Cindy Poli, Sharline Augustin and Edelyn Hyde who have left the practice, we wish them all the very best in their new roles.

On the Day Support

We have invested heavily in our clinical staffing with the addition of two new full time Nurse Practitioners, Jeanette and Becky. They join our current Nurse Practitioner Michele Bradley and our experienced Triage Nurse, Sheralyn Boekee in an expanded team of Triage Nurses who support the duty doctor each day with managing our on the day demand.

When all of our pre bookable appointments have gone, we can still help with your urgent 'on the day' medical problems. When you call at certain peak times of the day, your call may be transferred by the receptionist straight through to one of the Triage Nurses, or the Duty Doctor, who will make a treatment plan for you there and then (this maybe an appointment with the Nurse Practitioner, Duty GP, a prescription or advice on how to self-care). If they are all busy on the phones, or at times when they are seeing patients, the receptionist will take your details and you will receive a call back as soon as they are free. Feedback from patients on being transferred straight through to a clinician has been very positive and we are constantly working on how we can develop this service to provide our patients with a truly responsive service.

Brave the Shave

Our Nurse Practitioner Michele Bradley Braved the Shave on September 22 for Macmillan



Cancer Support. Thank you to everyone that supported the event and have helped with the fundraising, including PPG for providing refreshments and cake!

And well done to Michele, for Braving the Shave, and for raising over £1150, Michele's original target was £250; with your help she has smashed it! Also,

thank you to Katie Matless and her boss from Sophisticutz for kindly offering their services and carrying out the shave – we are very grateful to you.

Flu Jabs

Flu Clinics – A drop-in flu clinic was held on Saturday 8 October, thank you to everyone that turned up and braved the rainy weather, we had a great turnout! If you were unable to make the drop-in clinic, and are eligible for the Flu Jab, then please contact the surgery, as we have additional clinics available.

If you do not know whether or not you are eligible for a flu jab, then also please contact the surgery and we will be able to advise you or discuss this with your GP/Nurse/HCA at your next appointment.

Patient Online Access

We now offer patients the use of a secure web site on the Internet to:

- Request repeat prescriptions
- Notify us about change of address, telephone number, or e-mail
- Book and cancel appointments
- Viewing your medical records on line *NEW*



You will need to register with the practice to access this service, and once registered you will be given information that will enable you to create your username and password. When your account has been created and activated you will be able to use the online services. Please ask at reception if you would like to register for patient online access.

Patient Online Access Workshops

To support more people to access and use online services, we are offering 3 drop-in sessions in December to help patients with their patient online access. The workshops will be held on the following dates, no appointment is necessary:

- **Wednesday 7 December** **10am -12 noon**
- **Tuesday 13 December** **2pm – 4pm**
- **Monday 19 December** **4pm – 7pm**



We will be happy to cover what online services are available, how to register, navigating around the online services, what is your 'detail coded medical record' and how to register to view it, resetting passwords, and many other hints and tips! You will also be able to register to use online services during the workshop as long as you bring ID to prove your identity and address. We will be running monthly drop in sessions in 2017 so don't worry if you can't make these.

IMPORTANT CHANGES TO REQUESTING REPEAT PRESCRIPTIONS



In the next couple of months we will be changing the way our repeat prescription service works, we will be removing the option to order your repeat medications over the telephone. This change is primarily because of patient safety. There are inherent risks associated with taking prescription requests verbally over the phone and we have been asked to assess the risk of this method of prescription requests by our regulator, the Care Quality Commission. We accept that people will be upset by this change; however we have to ensure that all aspects of our service are safe and this has to be our absolute focus. We have consulted with our Patient Participation Group about this change and they are very supportive and understand the reasoning.

As a very busy GP practice we receive over 100 phone calls in the first hour of every morning, any many many more through our dedicated manned prescription line open from 10am – 1pm each day. Another benefit of this change is that we will be able to provide a more responsive service to those patients who need to contact us by telephone each morning (to make

appointments, with urgent problems etc.) by being able to make more people available to take calls at peak times of the day.

These changes **will not be taking place for a few months**, and we will be giving patients a minimum of 2 months' notice of these changes, and we will provide clear guidance on the alternative ways to order your repeat prescriptions, such as the prescription box in reception, or using the online services to request your prescriptions.

But until then, repeat prescriptions can still be ordered by telephone on **01733 206200** between **10:00 and 13:00**. We will let you know the exact date of the change in the next couple of weeks, which will be clearly communicated in the practice, on the website and through other multiple mediums.

Extended Access to Primary Care in Greater Peterborough



Evening and weekend appointments now available at GP practices across Greater Peterborough

Speak to your GP practice reception to find out more about appointments seven days a week

Supported by



Greater Peterborough
Network
Healthcare for Patients

As you may be aware, we are one of a number of practices across Peterborough working together to provide our patients with access to appointments 7 days a week. The local health system is under significant pressure and the increase in access plays an important role in keeping patients out of hospital.

Appointments are available at a range of practices between 6:30pm and 8pm Monday to Friday and on Saturday and Sunday mornings. Patients are able to be booked into multiple practices across the City and see a clinician that has full access to their patient record. **Patients can book into an evening or weekend appointment at another practice by speaking to our reception team**

Care Quality Commission

All GP Practices are regulated and inspected by the Care Quality Commission who are the regulators of health and social care (they also inspect dentists, hospitals, care homes etc.). We had a routine inspection in July and the report was published at the end of October. We are very pleased to have been rated overall as GOOD. We are obliged to publish the rating on our website and from there you will be able to follow the link to the full inspection report.

Patient Participation Group (PPG)



The PPG is a voluntary body made up of Jenner Health Centre patients, to act as an interface between the Practice and their patients, to try to ensure that the best service is provided within the funds available. The PPG monitors the service provided by the Practice through patient surveys (you may have been asked for your views) and the feedback is then discussed with the Partners and used in the practice action plan.

The PPG hold regular **bi-monthly meetings, normally on the 2nd Wednesday of the month, at the surgery at 1900 hrs.** The dates of their 2016 meetings are on the PPG noticeboard in the waiting room. The Practice Manager and a GP are always present to inform the PPG of any proposed changes regarding staff, levels of service, etc. It is an opportunity for patients to be informed of the wider health provision in the area and also for patients to put questions to the practice regarding the service provided. They also provide speakers at some of our meetings, recent talks being given by The Stroke Association, Home Podiatry service and Alzheimer's Society. They also raise funds for the purchase of equipment required by the practice for the benefit of patients, some examples being the portable blood pressure testing machine in the reception area, portable heart rate monitors, finger prick cholesterol testers and a contribution towards an additional vaccine fridge.

As a Jenner Patient you are entitled to come along to any PPG meeting. There is no joining fee and you will be made very welcome. I am sure you will learn something new about health care, both locally and wider afield.

Why not come to the **next meeting on 11 January 2017** to find out?

Christmas and New Year Opening Hours – reminder!

		Practice	Dispensary
Friday 23 December		Open as normal	Open as normal
Saturday 24 December	Christmas Eve	Closed	Closed
Sunday 25 December	Christmas Day	Closed	Closed
Monday 26 December	Boxing Day	Closed	Closed
Tuesday 27 December	Bank Holiday	Closed	Closed
Wednesday 28 December		Open as normal	Open as normal
Thursday 29 December		Open as normal	Open as normal
Friday 30 December		Open as normal	Open as normal
Saturday 31 January	New Year's Eve	Closed	Closed
Sunday 1 January	New Year's Day	Closed	Closed
Monday 2 January	Bank Holiday	Closed	Closed
Tuesday 3 January		Open as normal	Open as normal

Please remember to order your repeat prescriptions in good time over the Christmas and New Year period; remembering that we need at least 48 hours to process them

Feedback

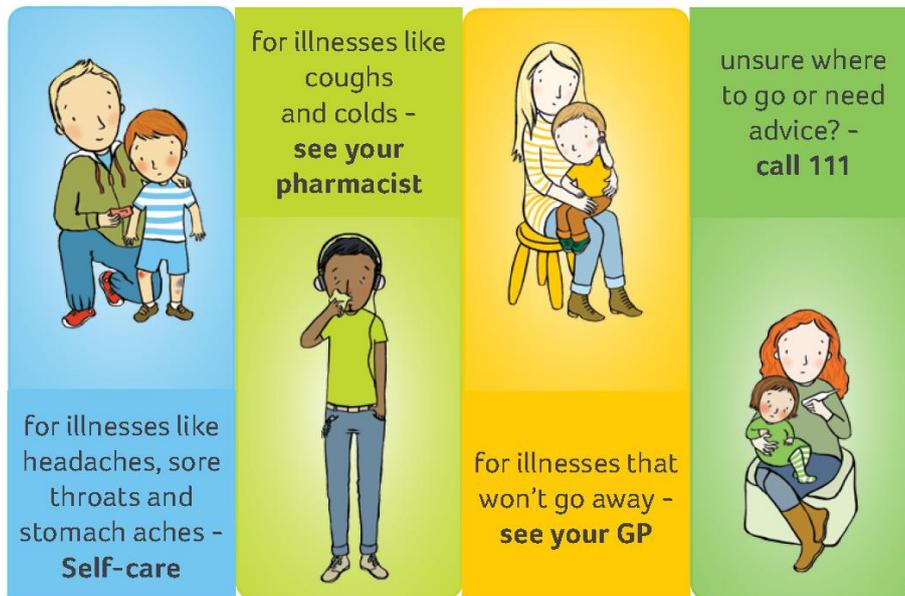
We would appreciate your feedback, on this newsletter, and on the services and facilities at the Jenner Health Centre. So if there is something that you would like to see in the newsletter, if you have feedback on the services or facilities available, then please speak to one of the receptionists, or to the Practice Manager and Assistant Practice Manager

Unwell? Choose Well.....

Your [pharmacist](#), [GP](#) or [NHS 111](#) can help you get treatment quickly

A&E is for life threatening emergencies only

Help your NHS save lives



Be Self-Care Aware - Tips

Last year your local NHS spent over £4 million on prescribing medicines that you can buy from pharmacies and supermarkets. A well-stocked medicine chest will help you treat many everyday illnesses and minor ailments at home. For example, a small supply of paracetamol or ibuprofen (available as syrup for children) and other remedies will help you treat common ailments such as coughs, colds, sore throats, indigestion, toothache, headaches and constipation. If you have children, don't forget to include appropriate medicines for them.

The following explain some medicine cabinet essentials it's recommended to have at home. This list doesn't cover everything, but it will help you deal with most minor ailments. But first, always remember the following points:

- Always follow the directions on medicine packets and information leaflets, and never take more than the stated dose
- If you have questions about any of these medicines or you want to buy them, ask your local pharmacist
- Always keep medicines out of the sight and reach of children. A high, lockable cupboard in a cool, dry place is ideal
- Regularly check the expiry dates on a medicine. If a medicine is past its use-by date, don't use it or throw it away. Take it to your pharmacy, where it can be disposed of safely

The following medication can be bought from pharmacies or your local supermarket and are generally cheaper than buying on prescriptions:

- Simple pain killers like paracetamol and ibuprofen
- Sore throat, coughs, colds and flu medications
- Heartburn and indigestion remedies
- Anti-diarrhoea medication
- Rehydration salts

- Allergy medicine
- Pile (haemorrhoid) treatments
- First aid kit including plasters and bandages

Speak to your local pharmacist about stocking up on medicine cabinet essentials to treat common conditions for you and your family.

And Finally....

The partners, and the whole team at Jenner, hope you have a lovely Christmas and a healthy and prosperous New Year.

With our very best wishes.



Dr Andrew Anderson, Dr Anil Nair, Dr Daniel Andeyaba & Dr Simon Brown