

Chelford Surgery and Patient Representation Group Newsletter

Summer 2022

Dear Patient,

On behalf of Chelford Surgery and the Patient Representation Group, we have taken the time to put together this newsletter to reach out and contact all our patients. We hope that the information and message you find within these pages will assure you of the continued aim to provide accessible and high-quality services for all of our patients.

This has been a difficult few years and we have all had to adapt to significant changes within the surgery and our own lives.

We are now at a point of bringing services at Chelford Surgery to a new normal, however, despite a united effort to combat the Covid-19 pandemic, we still face significant pressures within General Practice. The population has boomed since 1948 when the UK was less than 50 million and today, we have 70 million, all requiring services to be available to them. Unfortunately, GP numbers haven't increased in a similar fashion and it continues to prove difficult to keep up with the demand without looking to change systems locally and nationally.

We are taking steps to improve and modernise our service delivery in a way that will allow us to look after you and your family in a responsive manner. To do this we are introducing a new online booking service, enabling technology to assist us, as we adapt to new ways of delivering our services to you. If you have any concerns, we have members on our team who will help you to adapt.

Please be reassured that these new systems will add to our services and not detract from them-nothing is being taken away. If you want to call us or pop in to make an appointment, we can do this. However, if you are able to access the surgery online then we would appreciate it if you could do so. This will then free up our team for those patients who do not have online access or who do but find the process difficult to access.

We appreciate that adapting to change can be challenging, but please rest assured that each and every patient is important to us.

Our objective has always been to ensure that patients continue to receive the highest quality of care.

Yours sincerely,

Chelford Surgery and the Patient Representation Group

Dr Helen Thomas

Dr Helen Thomas

Dr Sharjeel Yasin

Dr Sharjeel Yasin

Elaine Skepper

Elaine Skepper
Practice Manager

Gerry Briggs

Gerry Briggs
PRG Chair

Bernard Kellett

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PRG Secretary

Barbara Wilson

Barbara Wilson
Connecting Chelford Coordinator

Gill Griffies

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PRG member

Bee Crisp

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PRG member

Stephanie Benson

Stephanie Benson
PRG member

Important Appointment Changes

From Thursday 23rd June 2022 the way you contact your practice is changing and improving

We plan to move to a process of online triage, where a clinician will triage all clinical requests that come into the practice to help determine their urgency and allocate appointments accordingly.

We appreciate that the phone system, put in place across all practices in East Cheshire, has led to significant waiting times to contact Reception. By introducing a triage model, we can deal with requests in a more timely manner for patients.

We hope that most requests will be submitted online but will continue to provide the facility for patients to contact reception where they may find online services difficult to access.

On our website there will be lots of health information, and by filling in a simple form online you can obtain advice and treatment. Conveniently, you can send your request in between 8am and 3pm. This time has been limited for now, while we understand our ability to manage demand. This may change to allow wider hours of access in time in the future. Your enquiry will then be dealt with by the most appropriate member of staff who will contact you via phone or text.

You can access the online form from between 8am and 3pm by using the link:

<https://florey accurx.com/p/N81069>

Or visit the link on our website:

www.chelfordsurgery.co.uk

If you are unable to use or access the online form, then please contact the Surgery in the usual way, and a member of our team will help complete the request for you. Alternatively, you can hand write a copy of the form if you come into the surgery.

Your request will be assessed by a doctor throughout the day. Once triaged:

- If it is felt your problem is of an urgent nature, the practice will contact you the same day
- If it is felt your problem is of a routine nature, the practice will respond within 2 working days

Please provide as much information as you can as this will help the clinician to assess your request and provide you with the most appropriate care for your needs.

Online prescription requests will need to be done through the previous systems using patient access or the NHS app.

For help on submitting online requests, you can find a helpful video on you tube titled:

Patient Guide to Patient Triage: How to submit a medical request

Alternatively, we can provide you with a paper guide which can be requested from our reception

What does online triage mean?

Triage is a word used by clinicians which means to assess patients. This is very important when you have lots of patients asking for your help, as in the NHS. An example of triage is in the A&E department where you are seen based on the urgency of your illness or injury. This process also needs to happen at your doctor's – **they need to understand who needs help urgently, and who can wait a little longer.**

Online triage information allows us, your doctors, to decide which healthcare professional is best qualified to meet your needs (the doctor, a nurse or someone else at the practice), and how urgently you need their help.

Online triage helps to manage and moderate demands for urgent care from a GP on the same day.

What happens after an online consultation?

After a patient submits an online consultation, a GP will review this, and decide on the most appropriate care based on the information provided. This might be:

- an email or text reply with information on how you can manage your own symptoms,
- a prescription, available to collect from your nominated pharmacy,
- a sick note,
- a follow-up phone call, or video-call with a healthcare professional to ask further questions,
- or a face-to-face appointment with the appropriate healthcare professional. These can come from the wide range of services available within the NHS.

How online consultations help to improve patient choice

An online consultation may feel less embarrassing or daunting than talking to a receptionist by phone or in person. It also allows you to provide more information than you would normally provide to a receptionist.

Some patients may find it easier to fill out an online consultation rather than wait in a queue to speak to a receptionist and may help the disappointment of being asked to call back the next day when appointments have all been booked.

These requests can help to maintain continuity with their regular GP. Where patients are not in need of an urgent appointment, a routine appointment with their regular or requested GP can be arranged instead.

Patients, please be aware that if you choose to ring Reception, we will still have to complete a form for you, helped by the receptionist.

We would recommend any patients able to use the online form themselves please do so that receptionist can help assist patients with less online capability or availability. Please also be reassured that when you discuss any concerns with our receptionists, it is always in the strictest of confidence.

Chronic disease care and Recall systems

Many patients suffer from a chronic disease's including Asthma, Diabetes or heart disease. These conditions such require regular monitoring to prevent the disorders from progressing to life-threatening levels.

Many other patients may be on medication which requires monitoring to ensure continued safety to prescribe.

In line with national recommendations, we are moving to synchronise reviews for all your health problems into an annual review during your birth month.

You will receive notification to remind you to make an appointment for blood tests, or to collect information such as blood pressure or weight, prior to making an appointment with a health care professional to review your care.

If you have multiple diseases, you may need to see more than one health care professional.

Health Care Professionals - Additional clinical roles at Chelford Surgery

All patients are familiar with traditional health care professional roles, such as GPs, practice nurses and Health Care Assistants. As part of the NHS England plan to cope with reduced GP numbers, plans were put in place to use additional clinical roles with specific expertise to help with the workload faced by primary care. Some of these have already been in place and new roles will continue to be introduced over the course of the next few years. Using these roles helps GPs to focus more on patients with complex needs and more urgent clinical problems. We hope you will continue to use these services when offered and make use of their specific expertise. These include:

- Clinical pharmacists - Helping with medication reviews, drug monitoring and some chronic disease review management.
- Musculoskeletal (MSK) practitioners - Involved with triaging problems relating to muscle/joint or chronic pain problems. The MSK practitioner will then be able to guide patients on management or refer for imaging or treatment with physiotherapy.
- Social prescribers - Work to link patients with a range of local, non-medical activities, opportunities and support that can improve your health and help you to 'live life to the full'.
- Community Pharmacist Consultation Service (CPCS) - Since 1st November 2020, general practices have been able to refer patients for a minor illness consultation via CPCS. The CPCS provides the opportunity for community pharmacy to play a bigger role than ever within the urgent care system and help provide greater availability of support for minor ailments. Patients may especially find this useful in getting appointments closer to their place of work.

Phlebotomy services

We are continuing to work on increasing capacity within our phlebotomy clinics to help to reduce waiting times. From June, phlebotomy appointments will now be bookable online via Patient Access and the NHS App. For patients without online access, you will still be able to book appointments via reception.

Appointments have now been made shorter to meet demand and allow more capacity on the day.

In order to make this possible we ask the following:

- **Please only book an appointment if you have been invited to do so and have a form.** Forms will now be passed to patients at appointments with a clinician, left at reception to pick up prior to your appointment, or sent via post if part of a recall system for monitoring purposes.
- **Please do not ask phlebotomists to add additional requests.** These place additional time burden and will be refused on the day. If you wish to discuss additional blood test requests, please make an appointment with a clinician.
- **Please arrive on time for your appointment with suitable clothing to help keep to time.** We work hard to ensure clinics run smoothly but sometimes they may overrun unavoidably, we thank you for remaining patient with the services during these times.
- **If you have lost your blood form, please contact reception ahead of the clinic so we can print a replacement.**
- **These appointments are only for blood tests.** If you have an additional problem that you need to discuss or need a BP checking, please make an alternative appointment outside of the blood clinic.

Why not consider using weekend appointments?

Practices across East Cheshire have access to phlebotomy service at the Macclesfield Hub at Waters Green in Macclesfield. These appointments run on Saturday and Sunday mornings. If you are interested in attending on the weekend this can be booked by contacting our reception. The weekend clinic will not have ability to print off your blood form so you must remember to take this with you.

Dispensing Services at Chelford

We continue to provide dispensary services for patients within close vicinity of Chelford Surgery. Despite substantial increases in patient numbers within the last few years, we currently aim to provide routine prescriptions to be ready to collect after 3 working days.

Comparatively this is a quicker service than that in most non-dispensing services, where prescriptions may take up to 2 days to be issued by the GP and then a further few days to be prepared by a Pharmacy.

We ask patients to continue to be mindful of the collection times and to not try to pick up medications early to help reduce any upset.

Please see the table below for expected collection times.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
Prescription request before 11am	X	X	Collection		Closed	Closed			
	Prescription request before 11am	X	X	Collection	Closed	Closed			
		Prescription request before 11am	X	X	Closed	Closed	Collection		
			Prescription request before 11am	X	Closed	Closed	X	Collection	
				Prescription request before 11am	Closed	Closed	X	X	Collection

You can order your medications in the usual ways

- By the Surgery's preferred method for repeat requests, using the online ordering system through Patient Access or the NHS App. Forms for this can be obtained from reception or alternatively by downloading the [NHS app](#).
- By placing your repeat prescription form or written request in the box in the waiting room. Please ensure that you TICK all the items that you require or give the specific drug name and dose.
- By fax to 01625 860075
- By ringing the prescription ordering line on 01625 860085 between 09.00 and 10.30 am on Monday to Friday. Please be prepared with the details of your order, including drug names and doses, and be aware that this line can be particularly busy on Mondays and after Bank Holidays. The dispensary staff may also be busy dispensing acute prescriptions during clinic times.

Please do not contact the reception line for prescription requests as this may lead to longer waiting times for patients requiring appointments for clinical matters.

Controlled drugs

Please note that you will be required to bring proof of identity when you are collecting a prescription for controlled drugs, as well as signing the Prescription to show that it has been collected.

Urgent Prescriptions

We ask for 3 working days for the processing and dispensing of repeat prescriptions. This enables the dispensary team to manage the volume of prescriptions safely and efficiently.

If you require a prescription item more urgently, and this isn't an item on the practice approved list of clinically urgent medications, you may be issued with a written prescription form which can be taken to a pharmacy of your choice for dispensing.

Connecting Chelford

Connecting Chelford is a free volunteer Befriending service in Chelford and immediate area that can support people who may benefit from additional contact from local community volunteers. We are currently providing an opportunity to meet socially at Chelford Community Hub every Tuesday morning from 10.00am -11.30am.

For further information about volunteering or support contact Barbara Wilson, Connecting Chelford Coordinator on 07973 453823 or connectingchelford@gmail.com

Patient Representation Group (PRG)

The PRG was formed in 2005 to provide a link between patients, doctors, nurses and staff and is designed to assist all patients. It consists of a number of volunteer patients who advise the practice on service provision and propose changes that would be useful from a patient's perspective.

How to get involved:

Join the Group

The PRG is always keen to find new members. If you cannot attend a meeting, you can contribute your ideas by:

1. Email: chelfordprg@gmail.com,
2. Find 'Chelfordprg' on Facebook
3. Contribute to meetings virtually (see 2022 meetings below)

We Welcome Your Views

Whilst changes are continually being made in the Surgery to improve the standard of care, we welcome your views on the priorities the practice should consider and any improvements you might recommend.

Please let us know of any changes or services that you would like to see.

Please bear in mind that the group cannot advise on medical matters.

If you wish to join, please complete the forms found on the Chelford Surgery website (<https://www.chelfordsurgery.co.uk/prg/>) and email them to chelfordprg@gmail.com

Chelford Surgery opening hours

Monday	8:00 – 20:00
Tuesday	8:00 - 18:30
Wednesday	8:00 - 18:30
Thursday	8:00 - 18:30
Friday	8:00 - 18:30
Saturday	Closed
Sunday	Closed

Contact Details

Telephone:
Tel: 01625 861 316
Fax: 01625 860 075
www.chelfordsurgery.co.uk

Address:
Chelford Surgery
Elmstead Road
Chelford
Macclesfield
SK11 9BS

Please ensure we have your most up to date contact details to ensure we can continue to communicate with you effectively.