

Patient Group Newsletter

Green Lane Medical Centre, Tuebrook



In this Issue

1. Surgery Matters
2. Policy for Missed Appointments
3. Care Navigators
4. Care at the Chemist
5. Medication

1. Surgery Matters

Our list size is now **10,185** patients.

Clinical staff holding clinics with us are pharmacists, Physio First, Mental Health Liaison workers, Social Prescribers, Paramedics and YPAS,

We have recently appointed a new G.P to start 6th December 2023. Dr Riding will be working on Wednesdays, Thursdays and Fridays.

2. Policy for Missed Appointments

There were 180 appointments unused last month due to people not attending or cancelling their appointment. These are appointments that could have been given to other patients.

We are now a large Medical Practice and cannot afford to have unused appointments. It is very important that you keep all the appointments that you arrange. If you find you no longer need or can't make your appointment, **please cancel it**. You can do this by phoning up (228 9101), or by using the NHS App, or the **My GP** app.

The surgery now has a policy in place to help deal with the large number of missed appointments as follows: -

If you do not attend (DNA) an appointment and have not cancelled (see above), you will be sent a text or a letter about this

Following 3 DNA's you will be sent a letter asking you to come in and discuss the matter with the Practice Manager. Depending upon what is discussed at this meeting, you may be removed from the surgery list and then have to register with another practice. You will be given 28 days to do this before being removed from this practice list.

The 3 DNAs could run consecutively or over a 12-month period.

3. Care Navigators

The staff on the desk in the waiting room and also who answer your telephone calls are now known as **Care Navigators**. They have taken specific training to enable them to direct you to the best person to help with your need.

When telephoning to make an appointment you will be asked to state the reason for the appointment. This will enable the Care Navigator to direct you to the most appropriate medical practitioner. You may even be directed to Care at the Chemist. The Care Navigator will make an appointment for you.

If your need is of a particularly sensitive nature, you will still be able to arrange a G.P. appointment if you wish. This may mean that you have a longer wait.

4. Care at the Chemist

This is a scheme that allows you to obtain medicines and advice for certain illnesses from your local pharmacy without having to go to your doctors first. If you do not pay for your prescriptions, you will not have to pay for any medicines supplied through the scheme.

Illnesses that can be treated by a pharmacist are e.g.

Athletes Foot, Cold Sores, Conjunctivitis, Constipation, Contact Dermatitis, Cough, Diarrhoea, Ear Wax removal, Haemorrhoids, Hay fever and Itch, Headache, Head Lice, Heartburn, Indigestion, Mouth Ulcers, Nasal Congestion, Oral Thrush, Scabies, Sore Throat, Stomach upset, Temperature, Toothache, Threadworms, Vaginal Thrush, Warts and Verruca's,

You can make an appointment directly with the Pharmacist or through the Care Navigator.

As with our Nurse Practitioners, Pharmacists are able to prescribe anti-biotics if deemed to be needed.

The pharmacist will ask you some questions and must be satisfied that there is a need for the medication and that it is suitable for you. S/he may decide that you should see your G.P. or give you advice without supplying medication.

If you have the same problem several times the pharmacist will refer you back to your doctor.

Recently Care at the Chemist has been extended to cover women between the ages of 16 and 65 years who have symptoms of an uncomplicated Urinary Tract

Infection (UTI) and who are not pregnant or breast feeding, to access treatment directly from a pharmacy without the need to go through a G.P.

4. Medication

Most people will take medicines at some point in their lives. They can be used to stop you getting ill, control a condition or cure an illness.

To make the most of your medicines, you need to:

- Take them at the right times
- Take them in the right way
- Look out for side effects
- Make sure you always have enough.

There are four main questions to think about when starting a new medication. Remember the initials BRAN (Benefits, Risks, Alternatives and Nothing).

What are the benefits?

What are the risks?

What are the alternatives?

What if I do nothing?

You can ask your medication provider these questions. You may feel better about taking medication when you have this knowledge.

Always tell your provider about any other medication you may be taking e.g., herbal, over the counter medication etc.

Please Note: -

Dental Services are not available at the surgery and GPs cannot give advice or help with such matters. Please seek the advice from your own dentist. If you do not have an NHS dentist, please go www.nhs.uk/service-search/find-a-dentist

Barbara, Practice Patient Group.