



# Ardingly Court Patient Newsletter

## STAFF UPDATE

We have a new Doctor joining us in June, they will work 3 days a week. More details to follow when they are in post.

Our Healthcare Assistant is now working at the surgery Monday to Friday which will give us more blood test availability

Prescription ordering

**We are unable to take prescription ordering over the Telephone.** There are other ways of ordering prescriptions.

- Online - You will need online access for this, please ask reception for details.
- In person - Hand your request to reception staff or post in letterbox outside if we are closed.

Please note that we need 48 working hours notice for prescriptions

## HOW APPOINTMENTS CAN BE BOOKED

- In person from 8:15 am Mon - Fri
- Via telephone from 8:30am Mon - Fri
- On day online via NHS app Mon - Fri from 08:15
- Online via an account set up by reception staff
- E- consult advice can be sought via website homepage
- We have access to weekend appointments if this is preferred. We are a host site on alternating months on a Saturday and we can book you at Wellsbourne Health Centre, St Peters Medical Centre & Stanford medical centre when we are not hosting.



## INSIDE THIS ISSUE

Staff update..... 1

Prescription ordering ..... 1

How appointments can be booked ..... 1

Who else can help 2

What staff members can do ..... 2

Appointments ..... 3

Rebuild general Practice ..... 4

Our PCN.....4

Friends and Family Feedback .....5

## WHO ELSE CAN HELP?

### Top Tips:

1. Don't assume that 'no news is good news' always check your test results.
2. Keep a copy of your medication list and any allergies.
3. Always have your or a relative's Full Name, Date of Birth and NHS number handy when calling the hospital.
4. Use Self-referral options when you can.

### MEET THE CLINICAL STAFF:

#### NURSES:

- RACHEL SHORE
- HOLLY SPYER
- ISAAC LEGATE

#### HCA:

- LYNN HALLIDAY

#### DOCTORS:

- DR S MITCHELL
- DR E TURLINI
- DR E HOWARD
- DR A MOYLE

#### PHYSIO:

- JAMES WILLIAMS

- **Primary Care Network** : Our primary care network offer a range of support for patients from Social prescribing to health coaching and much more. Please ask the reception team or your GP for more information about this.
- **Free classes run by our local group of practices** : Tai Chi, sewing, photography ask reception for more information about
- **Free language translators to accompany patients appointments** : please request a translator when booking your appointment. If your appointment is on day we can arrange a telephone interpreter.

## WHAT STAFF MEMBER'S CAN DO

### Nurses:

- Rachel Shore - Diabetic reviews, smears, wound care, immunisations for adults and children, travel vaccinations,
- Isaac Legate - Asthma & Chronic Obstructive Pulmonary Disease (COPD) reviews, wound care, immunisations for adults and children, travel vaccinations
- Holly Spyer - Asthma & COPD reviews, smears, wound care, immunisations for adults and children, travel vaccinations.

### HCA:

- Lynn Halliday - Blood tests, NHS health checks, Learning Disability reviews, mental health physical check, Diabetic reviews part 1, memory assessments, Electrocardiogram (ECG)

### Doctors:

All of our doctors carry out Dementia, Hypertension, Stroke, Mental Health, Learning Disability reviews.

All of our doctors can perform routine examinations and help with some urgent or routine problems you may be having.

Dr E Turlini can remove and insert coils and Implants.

- We have a first contact Physiotherapist on site Thursday PM. They can assess you, give you exercises, or refer you on (you do not need an appointment with a GP first-reception can book you directly).
- Pharmacist technician - can answer questions about your medications or liaise with your GP regarding medication you have questions about. Alternatively you can visit [Medicines A-Z - NHS \(www.nhs.uk\)](http://www.nhs.uk) for information on your medications
- Menopause specialist - Once a week on a Tuesday PM (if meet criteria)

# APPOINTMENTS

## What Appointments do we offer:

- Urgent - infections of any kind, children under 5, palliative patients, extremely frail or elderly, suspected cancer, new lumps and bumps.
- Routine - A new, ongoing or non-urgent issue (waiting time is 2 - 4 weeks)
- On Day - we have appointments that are released on day every day
- 1 month pre bookable appointments
- 1 week pre bookable appointments (dependent on availability)
- We offer both face to face and telephone appointments
- You can also contact the surgery by using e-consult service (via banner on surgery website)

## We know sometimes it is challenging to get an appointment:

- The NHS is facing unprecedented demand, with hospital waiting times being much longer than in the past patients are asking to see their GP much more frequently whilst waiting for hospital assessments. Mental health issues have increased since the pandemic, there are increased requests for many referrals and assessments for many other conditions & this means that we have an overall increased demand for appointments.

We have a zero tolerance stance to abuse of any kind directed at any staff members this includes verbal abuse, swearing, shouting or intimidation of any kind.

Please be kind and respectful to all staff, please see more information in the below link regarding the daily abuse GP surgeries face.

[If I die it will be your fault \(youtube.com\)](https://www.youtube.com/watch?v=...)

## Do not attends (DNA)

If you are no longer able to cancel your appointment please do cancel this. You can cancel via phone or text message this means we can offer this appointment to another patient

Over 90 days:

- 119 (8.9%) - nurses appointments were lost to DNA
- 110 (2.7%) - Doctors appointments were lost to DNA
- 59 (9%) - HCA appointments were lost to DNA

## Patient Participation Group (PPG):

We now have a group that meet quarterly. Our next meeting is Thursday 19th September 2024 at 18:30.

If you are interested in participating please contact the surgery's practice manager by calling the surgery or by letter.

The PPG forum is not for clinical issues or complaints but it is a great way for patient's voices to be heard.



## REBUILD GENERAL PRACTICE

Here at Ardingly court surgery we are part of a campaign called Rebuild General Practice.

The Rebuild General Practice campaign is a group of GP's from across Great Britain calling on the government to address the issues in our profession.

General practice has been in a crisis for many years, this is down to decades of neglect from successive governments and it is putting patient safety at risk.

We know that currently:

- There are 6 million more patients on the books.
- GP's carry out 400 million annual appointments
- 90% of NHS contact is in Primary care

As GP's we want our patients to know—we're on your side. We want to be there for you and your family whenever you need us. But this is getting harder and harder.

If you want to support this campaign and help GP's feel free to look at the link below and get a closer look at this campaign.

[WWW.rebuildgp.co.uk](http://WWW.rebuildgp.co.uk)

#RebuildGP

# GET INVOLVED

REBUILD

GENERAL

PRACTICE

### Our Primary Care Network (PCN)

East and central Brighton Primary care network brings 9 GP practices together with other local services such as:

- Community groups
- Mental health
- Social care/ prescribing
- Frailty home service
- Charities
- Health and wellbeing coaching
- Patient engagement
- Pharmacy
- Weight management
- Visiting service.



You can find out more about these services and what they offer by speaking with the surgery reception team or following this link to the PCN website — [East & Central Brighton Primary Care Network \(gpweb.org.uk\)](http://East & Central Brighton Primary Care Network (gpweb.org.uk))

## Friends and Family feedback:

We have been gathering feedback from all patients who have attended the surgery for an appointment. This is part of our ongoing service improvement. This is what we have gathered so far:

### March 2024:

Excellent:	121	81%
Good:	20	13%
Fair:	5	3%
Poor:	1	1%
Other:	2	2%

### April 2024:

Excellent:	95	72%
Good:	28	21%
Fair:	4	3%
Poor:	5	4%
Other	0	0%

### May 2024:

Excellent:	90	76%
Good:	12	24%
Fair:	1	2%
Poor:	3	6%
Other:	0	0%

### June 2024:

Excellent:	34	68%
Good:	12	24%
Fair:	1	2%
Poor:	3	6%
Other:	0	0%

<b>What you Suggested:</b>	<b>What we have done:</b>
Fix The TV	The TV has been fixed and new power point's have been created containing a lot of useful information.
The waiting room is a bit bleak	The TV is up and running and more posters have been displayed in the reception area
Feeling uncomfortable explain the reason for an appointment to a receptionist in the waiting area	New signs in reception area informing patients they can go to one side and a new privacy slip introduced 3/6/2024 that a patient can fill out to explain the reason for coming to the surgery rather than saying it.
Not have long wait times on the phone	We have introduced a new call back system so patients can request a call back and keep their place in the queue.
Seating outside for patients who are less able to stand whilst waiting for the surgery to open	We have been putting chairs outside the surgery from 8:00 to 18:00 They are being used regularly and feedback is good
Toys in the waiting area for children whilst they are waiting	Unfortunately due to infection control issues we are unable to provide items in the waiting room without a regular cleaning regime in place which we do not currently have the capacity to do. However parents are welcome to bring toys for their children with them to appointments.
It is a bit difficult to phone and get appointments	Promoting the use of e-consults and online access via our surgery website and information provided on the TV in the waiting room and via the phone system hold message.