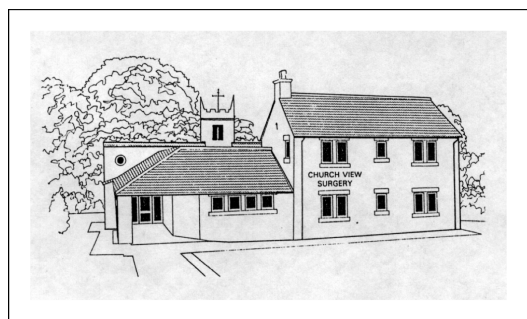


# COLLINGHAM CHURCH VIEW SURGERY AND THORNER SURGERY NEWSLETTER

Winter 2023

Drs Toogood, Hance, Eyre, Trigg & Fearnley



## Dementia Friendly



We are working hard to become a 'Dementia Friendly Accredited Practice'. All of our staff (clinical and non clinical)

are currently undergoing additional training. This means we can provide more accessible care and support for people with dementia. People with dementia may experience difficulties in accessing general practice which creates barriers even when the best care and support is in place. They may have problems with:

- Navigating the physical environment of the practice
- Not remembering to attend appointments
- Not being able to express their concerns in the short time available with the GP
- Not recalling details of discussions regarding their care.

[National Dementia Support Line-0300 150 3456](https://www.nhs.uk/healthcareprofessionals/dementia-support-line)

## Memory Support Worker

The Memory Support Worker Service is designed to provide personalised information, support and advice to people with memory problems, their families and carers. This can include signposting to local services and helping service users to strengthen existing support networks so that they can maintain their independence for as long as possible. There are currently 14 memory support worker's across Leeds and all are working closely with local GP services. Our own named

memory support worker is Carlyne Threadgold. Patients can self refer by e mail to [carolyne.threadgold@nhs.net](mailto:carolyne.threadgold@nhs.net) or phone 07980 970693

## GP Pharmacist



GP pharmacists are an important and expanding part of the primary care team. They

work with us to improve value and outcomes from medicines. They consult and treat patients directly. There is a lot of pressure on GP time and not all medication queries need a GP appointment. The majority can be quickly sorted with a pharmacist so reception may signpost you to a pharmacist appointment rather than a GP slot.

Pharmacist also do other work including providing extra help to manage long term conditions, routine medication reviews or giving advice for those patients on multiple medicines. They are often the first point of contact if you phone the surgery for an acute medication query. Our own in house pharmacists are Janet and Kimberly.

## Practice Paramedics

GP home visits are extremely time consuming. In the time it takes for one home visit a GP could have seen four patients in the surgery. Paramedics are now working with GP surgeries. Their work includes doing home visits but also running urgent surgeries. This is helping to free up GP capacity for more complex cases. At Collingham Surgery we have welcomed two new paramedics. Leanne does home visits every day and is supported by the on call GP in the surgery for advice as needed. Lewis is a qualified prescribing paramedic and is seeing patients in the surgery.

## One problem Per Consultation Policy



We kindly ask that all patients try to stick to our “One Problem Per Consultation” policy. The main reason for this is for clinical safety. We know that getting an appointment with the doctor is sometimes difficult and that some patients ‘save’ their problems to present to the doctor at the same time often in a list form. We also know that doctors can run late. All of this increases the tendency for patients to present multiple problems to the GP in one consultation.

Each appointment is only 10 minutes long. This is not a lot of time, even for just one problem e.g.

- 1 minute for the GP to read and familiarise themselves with the patients notes before seeing them
- 1 minute to get to the doctor’s room and sit down
- 3 minutes to tell us a history
- 3 minutes to examine
- 2 minutes to explain advise, order tests ( x-rays or blood tests), label samples etc.
- 1 minute to write up all the notes, dictate referrals.

Presenting the clinician with multiple problems means there is a real increased risk that mistakes will be made and things will be missed as the GP may be inclined to rush, particularly as they are aware that other patients are waiting. One of Primary Care’s main purposes is to detect serious disease early. Presenting multiple problems to the clinician, not all of which are serious, increase the difficulty of this task-it is like finding a needle in a haystack. Doctors simply cannot see huge numbers of patients with lists of multiple problems and continue to practice safely and effectively. A stressed doctor will struggle to be a good and safe doctor.

Therefore, please do not be offended if the doctor asks you to rebook for your other problems. We are working in your best interests

to keep you safe AND also considering the health and wellbeing of our staff to prevent ‘burnout’.

We would encourage patients to book routine follow up appointments if needed.

Thank you for your understanding and cooperation .

### Practice Data - Average Data For the Last 6 Months

New Registrations- 72 per month

Face to Face Consultations- 3761 per month (2255 with a GP per month )

Telephone consultations -1377 per month

***On average 96 appointments are wasted every month due to patients not attending.***

### Positive Feedback Corner



‘I am incredibly impressed with the helpful can do attitude of all the staff especially the reception team’

‘The surgery is run very efficiently and the staff are friendly and very professional whatever the circumstances and give a feeling of genuine care’

‘We would like to thank you all for the caring, compassionate way in which you helped X and ourselves over the last years of his life....’

‘I want to thank you for your kindness, understanding and help yesterday afternoon. I struggle with mobility and find it very difficult and embarrassing-dropping everything etc. You had a long queue but you took the trouble to come and help me-I was so grateful.’



