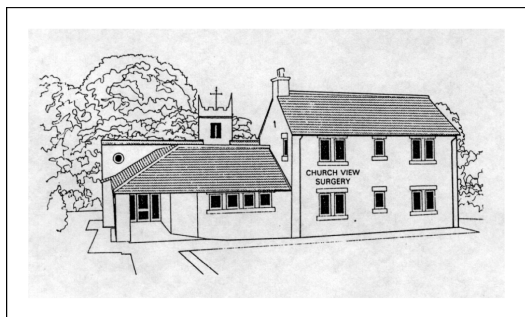


COLLINGHAM CHURCH VIEW AND THORNER SURGERY NEWSLETTER

Spring 2025

Drs Toogood, Hance, Eyre, Trigg & Fearnley



Medicines Optimisation Review Service

The practice has signed up to a therapy review service that supports general practice to implement a systematic approach to the

management of patients with chronic diseases e.g. Asthma, COPD and Diabetes to ensure patients are being optimally managed in line with the best practice clinical guidelines.

The service is a non promotional medical service

which is funded by the pharmaceutical industry and delivered by a team of pharmacists employed by Interface Clinical Services (Interface). The service aims to support practices in identifying opportunities to improve care for adult patients. The service aims to:

- Ensure patients are treated appropriately for their level of symptoms
- Optimise pharmacological and non pharmacological management
- Ensure patients are treated in line with best practice guidelines and practice defined treatment pathways

Established in 2004, Interface delivers clinical programmes in GP practices and hospitals throughout the U.K. Interface is an NHS Business Partner and completes the Data Security and Protection Toolkit annually. The service will be delivered under the authority of a lead GP Partner and management interventions will only take place following individual patient authorisation. Eligible patients will be contacted directly and invited for a face to face or telephone consultation.

DNA-Did Not Attend

A 'DNA' (Did Not Attend) is an occasion on which a patient does not attend a booked appointment with a member of the practice team without contacting the surgery to cancel prior to the appointment (by phone/e mail or via the NHS App).

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

	Nurse	Doctor
June 24	43	8
July 24	47	13
Aug 24	50	19
Sept 24	22	11
Oct 24	40	25
Nov 24	51	21
Dec 24	33	18
Jan 25	27	10
Feb 25	33	23
	346	148

Over the last 9 months we have had 25 hours of wasted GP time and 58 hours of wasted nursing time due to patients who have DNA'd. The loss of this clinical time has a detrimental effect on the service that we can provide to patients and we wish to keep this to a minimum. We feel that it is reasonable to ask patients to let us know in advance if they do not intend or are not able to keep their appointment. Patients who are experiencing difficulties in keeping their appointments should discuss this with the surgery. When a patient does not attend an appointment without giving us prior notice the clinician will code the missed appointment on the patients medical record. The practice reserves the right to remove patients from the practice list if they

DNA three appointments within a 12 month period. No patient will be removed from the practice list without due consideration for individual circumstances.

Your DNA is another patient's denied appointment

Home Visits



We have noticed that many patients are requesting home visits that are inappropriate or unnecessary. Our home visit policy is based on the GMS contract, local LMC

Guidance and BMA guidance. It is absolutely appropriate for us to visit the terminally ill and truly bed bound patients (i.e. they would come to harm if moved).

Under our terms of working GP's are required to consider home visits for MEDICAL reasons only and no patient has an automatic right to a home visit. It is not appropriate to ask us to visit because of transport or financial difficulties (e.g. can't get a lift, can't afford the bus or a taxi, bad weather conditions etc.) or because you would simply like a 'check over' for yourself or an elderly relative. Being elderly does not give an automatic right for a home visit as our work does not judge based on age alone. If you are mobile (using walking aids, wheelchair or scooter), we kindly ask that you see us in the surgery.

You may think that a home visit by a family doctor (GP) is best for patient care. However, whilst they are very convenient for the patient, they actually offer a much poorer standard of care compared to a surgery consultation. This is because of:

- **Poor Facilities** e.g. soft beds, poor lighting, lack of hygiene, less equipment available etc
- **Inefficiency**- the GP could see six patients with equal health needs in the time taken for one home visit
- **Patient records**, which are required to provide appropriate and safe care, are not available for access
- **Patient chaperones**, who are required for some examinations are not available.

Please understand that we are keen to ensure that we make the best use of our clinical staff, allowing them to provide the most appropriate

care to those most in need of it. For the vast majority of patients, attending an appointment at the practice is the best option for them and for the practice staff.

If you are poorly and think you need an urgent same day visit, please call us BEFORE 10:30am on the day. Your request will be triaged by a GP who may be able to sort things out on the phone or send a paramedic or nurse instead.

Weight Loss Medication



GP's are experiencing increased demand for weight loss medications. GP's are currently ***not able to prescribe Glucagon-like peptide-1 (GLP-1) agonists in primary care.*** We will update you if a formal pathway is commissioned for this. If you are obtaining weight loss medications from a private provider it is your responsibility to share this information with us so we can accurately update your medical records. These drugs can interact with other medications and any clinician seeing you needs to be aware that you are taking them in order to provide safe care.

Staff Update

We welcome Dr Sophie Clark who joins us as a permanent GP working Wednesdays and Fridays. Julie Jones has joined us as our new dispensary manager.

Patient Callback Service

We have listened to patient feedback and will shortly be adding the option of call ringback to our phone services. Please ensure you have selected the call back option before ending your call to avoid having to wait on hold.

Thank you to everyone who passed us gifts and cards over Christmas, They are very much appreciated.