

# Buckden & Little Paxton Surgeries Newsletter

May 2022



## Welcome to our Newsletter

### Change to appointment system.

Due to a demand and a reduction in GP workforce we are changing our appointment system to give the best access and availability to service all our patients.

From 7 June, the Practice will be introducing a Triage based system for **ALL** patients wanting to book an appointment with a Doctor or Nurse Practitioner.

If you would like to request a consultation with one of our Doctor's or Nurse Practitioner, you will need to send us a request via our new [PATIENT CONTACT SERVICE](#). **Try this service now!** More information can be found here [Buckden & Little Paxton Surgeries - Practice News](#)

If you are unable to access the online form please contact reception who will complete this for you.

Also most questions can be asked using our [PATIENT CONTACT FORM](#) online form (which can be found on the left hand side of the surgery home page) and will save you having to wait on the phone.

### Team updates



#### Big congratulations to Dr Yan Lynn Htoo!

Many of you may already have been treated by Dr Yan Lynn Htoo who has been at the surgery for over a year as a registrar but recently qualified as a GP and has joined the surgery permanently. Dr Yan Lynn Htoo is undertaking a GP fellowship, and has an interest in supporting other registrars and plans to become an educational supervisor in the future.

Congratulations also go out to Nurse Vicky Fowlds who has completed the independent prescriber course and now has the skills and expertise to prescribe medicines safely. Jude joined the reception team a few months ago.

We also congratulate Jo on her promotion to a social prescriber, to replace Natalie who sadly left us a few months ago. Debbie has joined the team to replace Jo as care Co-ordinator and has been busy calling patients to invite them to vaccination clinics. Korina the physiotherapist is the final new team member solving patient's aches and pains.

Unfortunately we have said goodbye to Karen from our reception team and Aimee has completed her Kickstarter apprenticeship and will be leaving us in May. We wish them well for the future.

### Coronavirus – staying safe in surgery

Restrictions to protect all of our patients and staff from Coronavirus are slowly being lifted. However, we do still have vulnerable patients in the surgery and to continue protecting them, we ask all visitors to please;

- Continue to wear a face mask while in the building(s).
- Do not attend the surgery with any Coronavirus symptoms.
- Do not attend the surgery if you have a positive test, unless you have discussed this with a clinician.

## **Phones**

After a slight delay we are in the final stages of installing our new phone system. This should be operational from early June. We appreciate your continued patience during this transition.

Many frequently asked questions can be found using our [PATIENT CONTACT FORM](#) online form, and will save you having to call reception. This can be found on the left hand side of the home page of our website.

## **Research – Revalidation**

The surgery has been granted another two years research accreditation and will continue to support relevant studies.

## **Appointment data**

Over 13,500 patient consultations have been carried out between 1<sup>st</sup> January and 30<sup>th</sup> March. 5832 patients were seen in person.

## **GP workforce data**

The latest GP workforce figures (from December 2021) have now been published. Data for December shows a decrease of the equivalent of 188 full time fully qualified GPs over the last year since December 2020. We now have the equivalent of 1,516 fewer fully qualified full time GPs than in 2015. On a headcount basis, over the last year from December 2020 to December 2021 we have lost 454 GP Partners and gained 305 salaried GPs. The average number of patients each GP is responsible for has increased by around 300 – or 15% - since 2015.

## **Flu Vaccinations from October**

We are already planning flu season, and have a provisional clinic date of the 10<sup>th</sup> October, subject to vaccine delivery. We will send more information via text and will start booking appointments from September. There is a change to previous year's eligibility for the flu vaccinations; those age 2 and 3 years, 65 years and above, and our patients with a qualifying chronic disease continue to be eligible but patients aged between 50 and 64 without a qualifying chronic disease are not eligible this year.

## **Dispensary**

Since January 3<sup>rd</sup> patients can no longer order repeat medication over the telephone, this decision was to improve patient safety and to free up phone lines for patients needing to contact the surgery. Repeat medication requests can be made via the NHS app <https://www.nhs.uk/nhs-app/> or paper prescription requests can be placed in the relevant boxes outside both surgeries.

If you get regular or repeat prescriptions, you could save time by switching to electronic Repeat Dispensing (eRD). eRD sends your prescriptions electronically from the surgery to a pharmacy of your choice. It's easy to use and you don't need a computer or electronic device. Ask the dispensary to set it up for you.

eRD allows your GP to prescribe your repeat medicines for up to a year. It's reliable, secure and confidential. Your regular prescriptions are stored securely on the NHS database, so they'll be ready at the pharmacy when you need them.

Using eRD you can:

- save time by avoiding unnecessary trips to the surgery to order your repeat prescription.
- order or cancel your repeat prescriptions online (via the NHS app).
- spend less time waiting for your prescription to be prescribed.
- save paper; a paper prescription is not required to collect your medicine.

For more information about eRD and how it works, ask at the dispensary, pharmacy, or visit the NHS website: [www.nhs.uk/eRD](http://www.nhs.uk/eRD)

If you need proxy access for children or older people, you can find the form to complete on our website or contact the reception team.

<b>Collections times for medication from the Dispensary at Buckden are:</b>	
Monday	08:00 - 12:00, 14:00 - 17:45
Tuesday	08:00 - 12:00, 14:00 - 17:45
Wednesday	08:00 - 12:00, 14:00 - 17:45
Thursday	08:00 - 13:00
Friday	08:00 - 12:00, 14:00 – 17:00

### **Finally...**

We welcome all feedback! There are feedback forms and boxes at both Buckden and Little Paxton Surgery and we would love to know how you, our patients, feel we perform.

All comments will be reviewed and kept confidential. It is important for us to identify areas for improvement and share when the team is doing well. Your comments are valuable so keep them coming!

### **Contact Us**

Website: [www.bandlp.co.uk](http://www.bandlp.co.uk)

Surgery Tel: 01480 810216

Patient Contact Form: <https://florey accurx.com/p/D81045>