

Buckden & Little Paxton Surgeries Newsletter

August 2022



Welcome to our Newsletter

Change to appoint system.

On 6th June the surgery changed to an online contact form to request appointments. Once completed, the form is electronically sent to the Duty Doctor who reviews the form and triages it appropriately. The Duty Doctor may suggest a variety of pathways such as an appointment with our in house physio, to see a pharmacist or a face to face appointment with a GP. A member of the reception team will pass this information back to you and arrange the next step.

If you do not have access to the internet or encounter difficulties in completing and submitting the form, please call reception on 01480 810216 (option 4) and our reception team are trained and ready to help.

By directing patients to the correct treatment pathway the wait for our routine appointments has dropped from almost 4 weeks to under 2 weeks.

Over 5000 patient requests have been processed through our patient contact form and on the whole it is being well received. For those of you yet to try the new patient contact form we have created a [Guide](#) which shows step by step what the different options mean and what happens when the form is submitted.

Once all of the current day appointments have been allocated, the online form service is switched off and will reopen at 7am the next working day. If you have a routine request during this time, please contact reception.

If you consider the matter as urgent regarding a young child, very elderly or a palliative patient please speak to reception who will pass this on to the duty doctor for assessment. We are ensuring the triaging process is standardised so that key symptoms in certain age groups will alert to a higher priority. This new process ensures access equity, and more importantly more face to face interactions.

While we are working hard to make face to face appointments wherever possible, the demand across the country is outstripping the supply of GPs.

The form can be found on our website: <https://www.bandlp.co.uk/https://florey accurx.com/p/D81045>

Appointment data

Over 7400 patient consultations have been carried out between 1st June and 31st July. 4874 patients were seen in person.

New Telephone system

The practice has invested in a new and upgraded telephone system. This should result in a better user experience for our patients.

It is also future proof if there are any further lockdowns so we can run an efficient practice while keeping our staff safe when working from home. We hope you will notice a better user experience.

Covid-19 and Flu Vaccinations from October

It has been confirmed the surgery will be giving both the Covid-19 winter booster and seasonal influenza booster. We are hoping to offer both vaccination during one appointment. Eligible patients will be receiving a text message shortly to invite them to book their appointment as with previous Covid-19

vaccinations. The first clinic will be on 8th October due to the vaccine delivery dates. To find out if you are eligible please visit <https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

Team updates

Sadly we say goodbye to Michelle Carroll the Practice Manager at the end of the month. We wish her the best of luck with her future endeavours.

Sarah Cosbey and Lauren Farmer are both stepping up into management roles.

Sarah has been with the surgery for 3 years and has worked her way up from receptionist to lead receptionist then Reception Manager. Sarah has graciously taken on the role of **Operations Manager** and will be managing the day to day running of the surgery. She will be here for you every day from first thing in the morning, Monday to Friday and is keen to ensure the smooth running of the Practice. We are thrilled to have Sarah take over this role.

Lauren has been working in higher admin and management support roles for the past 3 years and we were delighted she agreed to take on the role of **Quality Assurance and Human Resource Manager** and will be ensuring the quality of the service provided whilst supporting staff and patients alike.

Claire Thompson will be continuing to support the roles above as IT systems and Management Support Manager.

We hope the management team we have created will be able to meet the burgeoning needs of primary care in the future.



Huge congratulations to Nicki Brown who after 2 years of training has graduated as a Nurse Associate

Sophie Davies will be stepping up to Lead Receptionist. We welcome Alison Rowlands, our newest receptionist and see the return of Aimee Jackson after a short break. Claire Harris has recently completed training in phlebotomy as well as expanding her HCA knowledge. Claire will continue her role in reception.

Dr Lameris is sadly leaving the surgery as one of our regular GPs. She is moving onto a new, exciting opportunity to expand her knowledge on the topic of Menopause. She will still be providing some ongoing long acting contraceptive support. (IUD's and implants.)

We would like to say a big congratulations to Dr Verma, she joined the surgery as a registrar but has now recently qualified as a GP and has joined the surgery as a locum GP.

Wearing Masks in the surgery.

There is no longer a requirement to wear masks in the surgery. If you would like to continue to wear a mask please feel free to do so. If you would like the clinician or staff member you are seeing to wear one please let us know.

If you are asked to wear a mask this is to protect both the team and other patients. Masks will be available from reception if you need one.

Research

The surgery has been reaccruited as a research practice. This means we will continue to offer the chance for individuals to take part in research in different studies. The next study we are supporting is ATTACK which aims to identify if Aspirin can reduce the risk of thrombotic events in people with chronic kidney disease. If this study is relevant for you, you will be contacted over the coming months.

Patient Association.

Would you like to be part of the future of our surgery? Become a member of the patient association! The PA gather feedback from patients, discuss this and get to hear first-hand the changes that are being made in the surgery.



The PA AGM is happening at 7pm on 20th September at Buckden School. There will be talks from Dr Nathalie Rodriguez McCullough and Dr Mina Rizkallah about current challenges facing GPs.

Everyone is welcome. This is your chance to stay informed and get involved. For more information please visit the [Surgery Website](#) or [PA Facebook page](#)

Dispensary

Repeat medication should all be ordered either online using the NHS app <https://www.nhs.uk/nhs-app/> or paper prescription requests can be placed in the relevant boxes outside either surgeries.

If you get regular or repeat prescriptions, you could save time by switching to electronic Repeat Dispensing* (eRD). 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. *not all medication can be dispensed this way.

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

Please remember that we do have a delivery service. If you are eligible to use our on-site dispensary and currently are with other providers for your deliveries, we would be happy to discuss how we can meet your needs and welcome you back to our dispensary again.

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.

Collections times for medication from the Dispensary at Buckden are :	
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

Surgery Tel: 01480 810216

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