



**November 2017**

Copies of this newsletter are available at reception on request



## LEAVERS & CHANGES to STAFF

We bid farewell to some of our admin staff who have recently moved to pastures new; we wish them all every success in their new roles.

We welcome Nicola Leach, a new member of our team of highly qualified Advanced Nurse Practitioners.

Dr Samanuru returns to us, covering Dr Jackson's maternity leave.

We also welcome 3 GP Registrars, Dr Helen Sadio, Dr Debbie Armstrong and Dr Heather Maher. GP Registrars are qualified Doctors who are training for their future in General Practice and we are very proud to be selected as one of the practices who take on this training role.

We also welcome our team of Clinical Pharmacists, Karen, Michelle, Binita and Ashni. More about their role later in the newsletter.



Dr Jackson has welcomed her little boy, Edward, and Dr Knight has also welcomed her new little boy, Rory who I'm sure will keep them both very busy. Both Mums and families doing well.

Dr McAuliffe will be starting her maternity leave in February; her sessions will be covered by a locum and we will give you more details in our next newsletter.

### What is an ANP?

ANP stands for Advanced Nurse Practitioner!

Some patients have voiced confusion between an Advanced Nurse Practitioner and a Practice Nurse; suggesting that an appointment with an ANP is not going to deal with their presenting problem.

ANPs are highly skilled clinicians who have undergone lengthy and thorough training to provide them with advanced clinical skills allowing them to treat patients as GPs would. They can diagnose conditions, prescribe acute medication, request investigations and refer on to secondary care.

The GPs have employed the team of ANPs to provide more appointment slots for patients requiring treatment for acute conditions to book in to, thereby allowing the Doctors to see the more complex cases.

### Laura

Laura is our Office Manager and has been with us now for 18mths. She joined the Management Team to oversee all the day to day running of the office and admin staff bringing an extensive background in HR and management.

In that time she has had a big influence on streamlining the admin procedures in the office and ensuring the staff are working to the high standard expected from the Partners.

She is available to help patients where required, dealing with complaints and feeding back any changes required to the Practice Manager and Partners.

How to contact your Practice: By Phone: 01925 725644 By Fax: 01925 791017

Visit us on the Internet: [www.penkethhealthcentre.co.uk](http://www.penkethhealthcentre.co.uk)

## Online Services

Register for our online services and enjoy the following benefits:

- Book appts online from 7.30am
- Order your prescription
- Send us messages
- View your results and coded record (after GP authorisation)
- Update your details
- Answer questionnaires

## Have we got your up to date contact details, including your mobile number?

We need your current mobile number to contact you in case of emergency. With your consent we can also send you text messages to confirm your appointment, remind you of upcoming appointments, invite you in for reviews and inform you of test results.

Ask the receptionist for an update slip or update via your SystemOnline account.

## In-House Clinical Pharmacists

The Partners have employed a team of in-house Clinical Pharmacists, Karen, Michelle, Binita and Ashni. They bring their specialist knowledge to the practice to carry out medication reviews including ensuring patients are up to date with monitoring requirements and medicines reconciliation from secondary care. They also ensure that all medication issued is within local guidelines, update patients as to best practice with medication and keep clinical records up to date. This frees up Doctors time to concentrate on seeing patients and to deal with the diagnosis/treatment of patients.

The Clinical Pharmacist will:

- Review all 'acute' items ordered by patients. These are items that do not appear on your tick slip and that have been handwritten on to the request;
- Review all discharge/clinic letters from the hospital, updating medical records accordingly;
- Stop/start/amend medication from hospital advice;
- Review all new drugs and advise patients for safety and ease of use;
- Contact patients to clarify changes and advise about alternatives if appropriate;
- Request any blood monitoring required;
- Update medical records with medication reviews;
- Ensure correct use of your medication;
- If required and used regularly the pharmacist may add this item to your repeat list;
- Lifestyle counselling;
- See patients 'face to face' in clinic to carry out medication reviews and update medical records;
- Save the NHS money that can be reallocated to other vital areas to benefit patients;

All of these tasks are for the benefit of patients and to ensure medication is used efficiently, appropriately and safely.

• **The CCG want your feedback.....**

About what we should and shouldn't prescribe for short term, minor ailments. You can give your views by completing the [online survey here](#).

To find out what medicines are involved in phase two, please [click here to visit the CCG's website](#).

## PRACTICE UPGRADES

WE HAVE HAD A NEW PHONE & CALL RECORDING SYSTEM FITTED TO ALLOW MORE LINES COMING IN TO THE SURGERY AND TO 'FUTURE PROOF' THE SYSTEM. THIS HAS ALSO UPGRADED OUR CALL RECORDER FOLLOWING THE FAILURE OF OURS AFTER BEING HIT BY THE 'WANNABE' BUG EARLIER IN THE YEAR.