



ABBEYWELL

SURGERY

Abbey Mead Site

The Abbey. Romsey. SO51 8EN
Tel: 01794 512218

Nightingale Site

Great Well Drive. Romsey. SO51 7QN
Tel: 01794 517878

ABBEYWELL SURGERY NEWSLETTER – Summer 2017

Thank you for the interest shown in our last Newsletter.

FLU VACCINATION – time does roll around so very quickly – it is almost the time when we will be offering this again. It is available to everyone over 65 years old, if you are pregnant, if you have a chronic disease, are immunosuppressed, obese BMI over 40, spleen problems, neurological disease sufferer, learning disability, or a carer you are entitled to a FREE VACCINATION. CHILDREN are being given the nasal spray at school. We are able to offer this to children aged 2 and 3 on 31 August 2017 ONLY, at the Surgery – special clinics will be organised when we have the vaccine.

FLU CLINIC DAYS AT NIGHTINGALE on 14th and 19th September – details will be on the website and on posters around the surgery as soon as we get firm confirmation that we have received the vaccinations.

We PREFER you to come to us for your flu vaccination. If you have an appointment around our clinic day, you can save yourself an extra trip and have the vaccination done at that time. If you cannot make either of the flu days we have arranged, please ring after these dates and other sessions will have been arranged.

PNEUMONIA VACCINATION – is available year round, not just at flu season. You need one vaccination which usually lasts a lifetime (some exceptions) and it can be given at the same time as flu.

SHINGLES VACCINATION – is available for people who are aged over 70 years old, not yet 80 and not born between 2.9.39 and 1.9.42. Check website link if in doubt please check here:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/638666/Shingles_eligibility_wheel_poster.pdf

APPOINTMENTS

At Abbeywell, we have a routine site at Nightingale, where specialist equipment for clinics such as minor operations, coil and implanon fitting, baby immunisation clinics, postnatal examination and new baby checks, aortic aneurysm screening, quitters to help people stop smoking and new born hearing checks happen, as well as routine appointments with our Doctors, Nurses, Healthcare Assistants and Saturday morning Phlebotomist. We also have our Musculoskeletal Practitioner working from here, who can examine, treat and advise on any musculoskeletal problem.

At the Abbey Site, we have a Team each day, dealing with anything that requires on the day attention. In this Team we have a mix of ANPs and Doctors, who triage from the telephone call list, prioritising people that **clinically** need to be seen and people who they can help over the telephone, using the most appropriate Clinician to do so. **Advanced Nurse Practitioners** – are highly trained Clinicians – in the same way as if you visited the Out of Hours Centres or A+E Departments, ANPs are the first people you would see to clinically assess and treat your problem.

The Reception Team have been asked to pass on an outline from you, of the problem that needs to be dealt with that day, in order for them to direct you to the person who can best help and for the Clinicians to identify those who need quickest attention. We deal with around 120 telephone requests from people who need help on that day and all are dealt with and appropriately treated by the end of the day – we like to compare this to when you need out of hours or weekend assistance, where the wait for on the day attention also needs to be clinically prioritised. We respectfully request that time is given to enable people to get through and calls for routine appointments or test

Partners

Dr Sharon Allen, Dr Alex Mansell, Dr Angela Mooney, Dr Camilla Heyes,
Dr Tracey Ryan, Dr Simon Lippiett, Dr Simon Tricker, Dr Daniel Boaden, Dr Nilesh Satgurunathan

results are made in the afternoon or via the website. ANPs can deal with ANY clinical matter and as they are part of a Duty Team, the Doctor is also on hand should they be needed.

Nurse appointments are available for chronic disease reviews and should be undertaken annually. These may include blood tests prior to your appointment and take longer than the 10 minutes usually allocated to an appointment. We have Nurses who are specially trained in a certain area. This is why these appointments are not available to book on line – our Reception Staff can ensure the appropriate tests are booked, the correct Nurse for the disease area and the correct length of time. Whilst we know that everyone is very busy, it is frustrating when we arrange these 20 or 30 minute appointments with the Patient directly and they DNA – when we have others waiting for these appointments. In an effort to reduce this, everyone who has a mobile telephone number registered with us will get a text reminder, at 48 hours before the booked appointment. It would be helpful if you could cancel if you cannot make this appointment – either by phone to us or using our website which is open 24 hours a day, 365 days a year.

Doctors routine appointments. At Abbeywell, we have 9 Partners and currently 2 Registrars who joined us to complete their training, now that Dr Wong has finished. We maintain appointment availability for a month in advance, so when the Doctor asks for follow up in 4 weeks, we aim to have these appointments available. The Doctors rotate covering the sessions at the Duty Site, hold their “special” clinics (like minor ops) and have routine appointments available.

In addition, on the website, we have the facility to “Ask a Doctor” or “Ask a Nurse” so that we can relieve the appointments for those questions that you need to ask – we hope this will help with availability for telephone consultations and some appointments. Be assured, that if your question identifies that you need to be seen, you need a telephone call or you need an investigation before a consultation, this will all be arranged for you – and may be quicker via the website than waiting for a routine appointment. It is early days for our website, so we are monitoring activity.

We rely on Patients to allow us to direct you to the most appropriate person to help you – which may not always be your Usual Doctor. PLEASE let the Reception Staff help and direct you – they are not here to advise clinically but are able to find the information you need, link with the Doctor to see if you need tests before any appointment, direct you to the specialist for that area (for example our specialist diabetic Nurse or MSK Practitioner or dermatology lead GP) as well as book you that appointment. Working together, we will ensure that you are able to see the person best placed to see you, in a timely manner, with complete clinical safety. We never feel that an appointment is a waste of time, because you may bring a genuine concern, but we ask you to consider who is best placed to help you and others.

WEBSITE WWW.AbbeywellSurgery.Co.UK PLEASE have a look. There are lots of areas which give sound advice, information and ways of contacting us that will save you from being limited to our opening hours, us from bottlenecks of telephone calls and the ability to reply to your concerns more quickly and efficiently.

TELEPHONE We have 12 telephone seats that are able to take incoming calls. Depending on the tasks the Staff are undertaking, these can be reduced – which happens over the lunch time, during training or meetings etc. Incoming phone calls are picked up at BOTH sites. The busiest times are every morning until around 10.30 – longer on a Monday or after a Bank Holiday. It is not unusual to have in excess of 1000 calls in a day. The telephone message you will get will tell you that there are more than 15 calls ahead of you – you are given the option to press 1 to continue to hold, or the call will be ended. We have 21 in the Reception Team. We also have 2 Prescription Clerks, 3 in the IT Team and 3 Secretaries – all here to help both the Patient, but also the Clinicians, making sure that the work they can do will allow the Clinician the time to see Patients.

ANYTHING to do with appointments or results etc – PLEASE USE the RECEPTIONIST TO HELP

ANYTHING to do with referrals or hospital queries – PLEASE USE OUR SECRETARIAL TEAM

ANYTHING to do with prescription requests, questions or concerns – PLEASE USE OUR PRESCRIPTIONS CLERKS, DISPENSARY TEAM OR PHARMACIST.

ANYTHING that doesn't require an immediate reply – please try the website – a new service with a lot of options!

If in doubt – please ask a Receptionist to direct you.

IT IS NOT POSSIBLE FOR THE DOCTOR TO DO EVERYTHING IN ISOLATION. THEY TAKE THE DECISIONS and THE TEAM THEY TRAIN, ASSIST THEM. LET THE STAFF DO THE SAME FOR YOU.

This Newsletter was written in conjunction with the Abbeywell Patients Participation Group. The Patient Participation Group for Abbeywell Surgery invite you to take an active part of the organisation by giving us your contact details so that we can provide you with a Newsletter or with details of any significant issues which may be helpful or of interest to you. The committee are all volunteers and seek to represent you with any non-clinical issues you feel appropriate for the Group to discuss or investigate.

ABBEYWELL SURGERY

Please complete the following form, if you wish to be included in the mail list for future communication from the PPG. OR WWW.AbbeywellSurgery.co.uk and use the form provided.

NAME

EMAIL ADDRESS

TELEPHONE NUMBER

If you have no email address, please supply your full postal address, so we can send via post.

PLEASE REMEMBER TO LET THE SURGERY KNOW OF ANY CHANGE IN YOUR CONTACT DETAILS – THEY MAY NEED TO CONTACT YOU!!

Send this slip by email to AbbeywellPPG.Romsey@Gmail.com or drop at Reception.

Thank you