



SPRING 2023

Welcome to our Spring 2023 Newsletter.

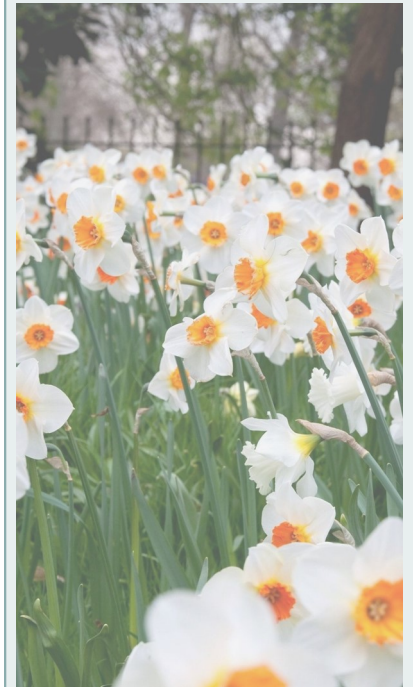
With the darker evenings behind us and hopefully an improvement in the weather, I thought I would reflect on the recent past.

Due to the pandemic life has been difficult for us all. Therefore, I would like to thank all the dedicated staff and volunteers who, set up the FLU & COVID Vaccination clinic in house during October and November. Both the Flu and COVID Vaccinations were being held at the GP Practices' locations, in our case Ringwood Medical Centre.

The clinics were held all day over four different Saturdays, plus numerous Morning clinics held during surgery hours.

A huge thanks also goes to the Doctors, Nurses, Administration staff and volunteers who gave up their time to support this important programme.

Once again, the clinics require a deal of planning and organisation for which I think Tom (IT Manager) deserves a special mention as every year he ensures everything is in place and available prior to the doors opening.



INSIDE THIS ISSUE

Welcome	1
Friends of Ringwood	2
PPG Vacancy.....	3
Patient Feedback	3



This April (Saturday 22nd) and May (Saturday 20th) Ringwood Medical Practice will be commencing booster vaccinations for all patients aged 75 and over, including any patients considered at risk who are under 75.

Let's continue to take care of each other as we have done during these trying times. Keep safe and well.

Please let us know what you think of the newsletter, or anything in or around the surgery. We welcome feedback and it would indeed be nice to include something from yourselves in our next print.



FRIENDS OF RINGWOOD MEDICAL PRACTICE

Over the recent past the Friends have received many donations from individuals, book sales and legacies. Due to the kindness and generosity of these donations we have been able to fund the items listed.

During the past 18 months the friends have responded to requests for funding the following items:

Thank you.

ITEM	EXPLANATION	COST (£)
Bariatric Chair	To enable nurses to treat wounds, conduct examinations etc.	3,026.56
Visitor Chairs	For the Red Clinic	1,370.04
Hygiene Bins	Situated throughout the practice	289.90
Sack Holders	An infection control requirement	4,488.00
2 TV Stands	Mobile for education purposes	462.98
Staff Photo Shoot	An update of clinical staff and volunteers	450.00
Secretarial Services	For the PPG	50.00
Stewart's Garden Centre	Maintenance of plants in waiting room	237.17
Total Expenditure		10,374.65

PPG SECRETARY: VACANCY

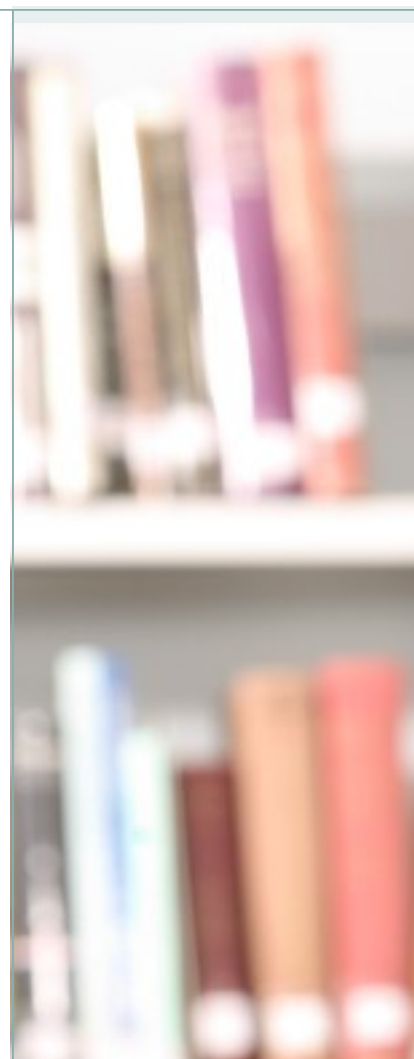
A vacancy has occurred for a part-time Secretary to support the Patients' Participation Group and Friends of Ringwood Medical Practice.

This paid role requires a commitment to attend monthly meetings, which are currently on a Wednesday from 12- 2 pm.

Prior to the meeting you will prepare and circulate the agenda and previous minutes, in discussion with the Chairperson.

For further information, or any enquires, please contact me via email Patricia.Farwell1@nhs.net.

Patricia Farwell
Chair



CURRENT THEMES: FROM PATIENT FEEDBACK

TRIAGE, TELEPHONE CONSULTATION AND FACE TO FACE APPOINTMENTS

Why can't I have a face-to-face appointment?

This is a common question the Practice receives from patients, so I thought I could explain the complexities of managing demand and capacity in this article.

This Practice does perform face-to-face appointments and I am keen to avoid the narrative that is perpetuated in the media regarding GP Practices being closed and one cannot get a face-to-face appointment with a GP.

Prior to the pandemic beginning in 2020 the Practice did publish appointments in advance for patients to book into. These were for patients who felt they needed to speak to a GP but it was not necessarily urgent or "for today".

Unfortunately, demand was always high and there were never enough appointments as we had to offer a significant number of *urgent for today* appointments and thus delays occurred. I used to receive complaints from patients expressing dissatisfaction that they had to wait 6-7 weeks to see a GP.

Our Practice has always run a clinical lead triage service where anyone who needs to access GP services must be triaged first. This includes the *urgent see on the day* enquiries as well as long term issues or routine appointments if there was none available to book. Therefore the switch to Total Triage that was introduced at the start of the pandemic was not a difficult adjustment for the Practice to make.

“This cut down the number of wasted appointment slots, reduced the appointments where the patient did not attend and thus improved productivity”

Total Triage was an instruction directly from NHS England (NHSE) for all Practices to adopt. It was during this era that doors were shut and very few patients were seen compared to life before the pandemic.

Despite this the Practice continued to perform face to face appointments with patients when absolutely and clinically necessary.

During the summer of 2020 the Practice opened up and began providing more face-to-face appointments for both GPs and the wider clinical team such as nurses, physio, mental health practitioners.

However, the decision was made to maintain a triage concept for all patients who requested access to GP services.

This cut down the number of wasted appointment slots, reduced the appointments where the patient did not attend and thus improved productivity. In summary it allowed the GPs to perform more consultations per day than they had done before the pandemic!

This is particularly important for this GP Practice as demand for access to GP services is often overwhelming.

A MULTI-DISCIPLINE TEAM (MDT) APPROACH

The Practice now operates an MDT service enabling the right care for the patients' needs. The services available at the Practice include GPs, Advanced Nurse Practitioners, Musculoskeletal Practitioners, Mental Health Practitioners, Pharmacists, Social Prescriber, Care Navigator and Health Wellbeing Practitioners.

All of which receive patients through a triage system.



MANAGING REPEAT PRESCRIPTIONS

Is my Prescription ready?

Managing repeat prescriptions should be a straightforward process for a patient. The contract that Practices operate under ensures that requests for repeat medicines are processed in no more than 3 working days.

This Practice routinely fulfils this contractual obligation. If the turnaround time is breached I can reassure that this is not due to systemic failure and likely to be a staffing issue associated with unplanned absence due to sickness. In such an instance the Practice will endeavour to “catch up” quickly.

A reminder: problems can exist if a patient does not order their repeat medicines in good time, or perhaps only some of the items. If multiple medicines are required then each item that is needed must be requested.



PATIENT ADVICE AND SUPPORT

[eConsult](#) can be used as an alternative to a GP appointment or telephone consultation. You can choose from an A-Z list of common illnesses or selecting the body part affected, you will be then take through a short questionnaire about your symptoms. Once you have completed this your form is emailed to the practice and you will be contacted.

Please note: the eConsult service is only available during our normal surgery opening hours and is not monitored outside these times. Advice, information and signposting is still available through the eConsult platform outside of our opening hours.

[NHS Healthier Together](#) has been designed to allow you to access care for your child much more easily. If your child is unwell and needs to be seen by a healthcare professional, instead of having to call your GP surgery, your surgery may offer you the option to use the app to directly inform them about your child's symptoms. They will then contact you to decide what needs to be done. And if you are seeking help when your GP surgery is shut, it will direct you to NHS 111. Lots of other parents have already downloaded it and have found it extremely useful.

You can also download the app from the Google Play Store or Apple App Store.

A FINAL WORD

If you have any comments or suggestions to share with the PPG or Friends you can email Patricia.Farwell1@nhs.net, leave a comment in the post box in reception, or write to me at the Practice: Chair PPG, Ringwood Medical Practice, 1st Floor Ringwood Medical Centre, The Close, Ringwood, BH24 1JY.

All Clinical matters or complaints should go directly to the Practice Manager, Mr Andy HALLOWELL,

Thank you.

*Patricia Farwell
Chair of PPG / Friends*

PLEASE REMEMBER

Changes to your personal details

It is your responsibility to keep us informed of any changes to your contact information. Please advise us if there are any changes to your name, address or telephone number.

It would be helpful to ensure that we have your mobile telephone number as we offer an

appointment confirmation and reminder SMS service. Keeping your information up-to-date ensures we are always contacting the right person.

If you are moving home to a new location outside our practice boundary, you will be required to register with a GP in that area as soon as possible.

RINGWOOD MEDICAL PRACTICE

1st Floor, Ringwood Medical Centre, The Close, Ringwood, Hampshire, BH24 1JY

Phone: 01425 478901

E-mail: hiowicb-hsi.enquiries-rmc@nhs.net

