

Eastfield Health Focus

Newsletter

Summer 2021



Happy Birthday NHS – 5th July

Now we are moving slowly into a world where Covid-19 has to be lived with and managed like any other disease, it is time to give another great big thank-you to all in the NHS, care sector and volunteers who have helped us get here. It is not over yet, but we can be more confident in the future.

Thank You all!

Staff News

We are pleased to welcome some new staff members:

- reception team - Jaycie, Elise & Ashleigh.
- Health Care Assistants - Beki and Lisa.
- practice nurses, Louise and Nikki.
- an onsite clinical pharmacist – Belinda – see next page
- a second Nurse practitioner working alongside Louise Stanway is Teddy; she has come here from Central Healthcare.

Dr Price will hopefully be back from maternity leave in August.

Our current GP locums are Dr Crick, Dr Baloch and Dr Piechowski.

James McWilliam left the Admin team last autumn.

Statistics

Covid Vaccinations

The Practice group we are part of (Eastfield, Castle Healthcare, Brooke Square and Central Healthcare) have vaccinated over 50,000 patients

By the end of May, from the Eastfield Surgery -
4841 Patients had a first jab
3457 Patients had both doses,
split by:

- 1st AstraZeneca – 2949;
Pfizer - 1892
- 2nd AstraZeneca – 1657;
Pfizer – 1800



Practice

List size – 8252 patients, growing slowly.

Missed appointments: 112 (1st April - 30th April); mainly people who asked for a phone consultation but were then unavailable.

Patient Online Triage - accuRx

If you need to contact the surgery and you have access to the internet, try this instead of phoning. Go to www.eastfieldmedicalcentre.co.uk ; click on the green **GET STARTED** button.

Choose the most suitable type of request (Admin query, Medical issue or Online advice) and answer the questions. When you've finished, the message will be received by all receptionists and the allocated receptionist will deal with the request as if you were on the phone.

- An admin query for medical records/update/referral information is sent to the admin team
- A prescription request is dealt with there and then by the receptionist.
- All test results can be sent to you via text message as a PDF document (if the GP has Ok'd this).
- A request for an appointment with a doctor is added to the GP List and any GP working that day will be allocated your query. If you ask for a specific doctor we try our best to fulfil this but it is not always possible.
- A nurse appointment will be made with the nurse in our next available date/time. Please make sure when completing the online form that you put your available dates/times in the correct box.

We will reply to you when we have actioned this query either via text message or telephone call if we need more information.

Eastfield Medical Centre

14 High Street
Eastfield
YO11 3LJ

www.eastfieldmedicalcentre.co.uk

Twitter: @EastfieldMedCen

Enquiries: 01723 582297

Appointments: 01723 584690

Prescriptions: 01723 585777

For medical emergencies when the surgery is closed, you may obtain medical advice by ringing: 111

Clinical pharmacist – Belinda

"As the clinical pharmacist for Eastfield Medical Centre, I am involved in all the processes involving medications. This includes:



- Carrying out medication reviews
- Actioning any medication changes from discharge letters and clinic letters
- Answering queries from patients, reception, clinical staff and community pharmacy
- Ensuring the safety of high risk medicines (things that need ongoing monitoring like warfarin and methotrexate)
- Reviewing the safety and cost effectiveness of prescriptions
- Ensuring our prescribing is in line with local and national guidelines
- Reauthorising and issuing medication requests with queries
- Education and training for all staff
- Actioning medication alerts and drug safety alerts

Some specific projects I am currently involved in include:

- Facilitating dose reductions for patients on dependence forming drugs (like benzodiazepines and opioids) – this is working in collaboration with the PCN
- Setting up the electronic Repeat Dispensing Service
- Promoting the Self-Care agenda from NHSE and the CCG (alongside our Self-care champion)

The work I am doing is helping to free up GP time and helps to support all other staff in their roles too.

I am not a prescriber at the moment, however I have just started an 18 month course to help me develop the role within the surgery- as part of this I will be doing more patient facing medication reviews in the near future and at the end I will do a prescribing course.

We are currently advertising for a pharmacy technician full-time, who can support with queries and letters amongst other things which will free me up to do more clinical work with patients."

What is the "Wellness Partnership" service?

The **Wellbeing Partnership** was created to target 4 groups of patients:

- Frequent attendees
- Recently Bereaved (especially the elderly)
- Those with low level mental health issues (For those with higher level mental health needs, we now have one mental health wellbeing practitioner per PCN)
- Carers



If you have non-medical issues, you may be offered help from this service, including:

- Social Prescription of individual and group-based activities and support to test and try new activities where necessary and appropriate.
- Guided self-help and information about useful resources that are not area specific such as national telephone befriending schemes, volunteering from home or online learning
- Referrals to relevant "support" organisations and introduction/accompaniment where necessary and appropriate
- Immediate practical intervention – what can we do "there and then" such as support with applying for benefits, housing, organise online shopping etc.
- Sharing simple life skills such as basic budgeting or meal planning

You will be put in contact with a wellbeing co-ordinator to discuss your needs and what help and activities may be suitable for you. Patients are encouraged to be proactive and willing to look at making changes to improve their own health and wellbeing.

Join our email list

Eastfield Health Focus is a group of patients who meet occasionally to help improve the services offered by the Medical Centre. Ask at Reception or please send an email to eastfieldhealthfocus@gmail.com if you would like to join the mailing list or have any ideas for making things better for all patients.