



Hall Grove Group Practice Newsletter



www.hallgrovesurgery.co.uk

February 2020

If you cannot attend your appointment please cancel it as it can be used by someone else

Please use the eConsult via the practice website for all admin related questions and requests

A member of staff will contact you by the end of the next working day

Useful Telephone Numbers

Appointments 01707 328528

Appointments 01707 332233

Emergency House Call Line 01707 323355

'111' out of hours advice and GP line 111

Lister Hospital 01438 314333

Patient Transport (QEII, Lister & 0345605 1208

CCG 01707 685000

eConsults for contacting the Surgery

Many people have now used our new eConsult system. There is a link via our new look website. The website is **mobile friendly** so you can access the eConsult from your phone or tablet, **24 hours a day**.

This can be used to access reliable **information** about medical conditions, obtain **self help advice** regarding a condition or symptom, and links to **self referral services**.

You can also submit a request for **admin support** for your situation, including sick notes, doctor letters, medication issues, and referral problems. You can ask for **Doctor or Nurse advice and appointments**.

The eConsult is received by the practice as a document that is processed by a member of staff. We will reply to the eConsult submission by the end of the next working day (usually much quicker). Please try to use this system before calling the practice unless your issue is an emergency for that day.

Reducing Opioid prescribing

In line with national guidance the practice will be reducing the prescribing of Opioid medications (eg Codeine, Cocodamol, Tramadol, Morphine). There is now strong evidence that taken long term these medications do more harm than good. As well as side effects such as fatigue they actually make the body more sensitive to pain and so in many patients make pain worse if taken for more than two weeks. 1 in 500 patients started on an opioid will die of an opioid related cause within 2 years. If you are taking an Opioid medication please make an appointment with your usual doctor to explore how you could reduce, or ideally come off the Opioid altogether. As well as a plan of a slow reduction we would look into other possible medications, physical therapies or other support may be available instead.

'Fit Notes' using eConsult and other Admin requests

We would like all **on-going Fit (sick) note requests** to be submitted via an eConsult. The first note can only be issued if a medical professional has seen you, either here at the surgery or we have received documented evidence, usually from hospital or the out of hours service. The note can also only be dated from the date first seen for that problem.

If you have **already seen someone** about the condition go to eConsults and select the **admin option**. Submit information required for issuing the sick note, the system will guide you through this. We will be expecting the note to be issued the **next working day** (it may be issued the following day if the most appropriate GP to sign the note is not working that day, as is the case currently).

We are now expecting the **majority of all administration enquiries** to be submitted through the eConsults. This would include questions about **appointments**, pharmacy issues, requesting doctor support **letters**, and support with hospital appointments/**referrals**.

Requesting medications

Medication requests will continue **unchanged**, do **not** use eConsults for this. **Please ask for an on-line password** if you do not have one already as requests via your online access links direct to medical records.

Text message communication

We are now able to send you information regarding your health care via text message. This would be information, usually from a doctor, regarding your care. For example, that a result is back or that there is a medication issue. This is a really useful system. If you haven't done in the last couple of months please check with reception we have the **correct mobile** for you and that we have **your consent** to send you text messages.

Doctor/Nurse advice and appointments

We are hoping that a high proportion of the requests for **medical advice and appointments** will be submitted using eConsults. We will have a doctor dedicated **every morning** to assessing the eConsult submissions from the **previous 24 hours**. This will enable more people to obtain a more appropriate appointment, eg with the correct doctor/nurse for that condition or with your usual doctor, and in the most appropriate time frame.