



ARTHUR MEDICAL CENTRE

NEWSLETTER

www.arthurmedicalcentre.co.uk December 2021

Christmas and New Year Opening Hours

The Practice will close at 4pm on Friday 24th of December and will reopen at 8am on Wednesday 29th of December 2021. The Practice will close once again at 4pm on Friday 31st December 2021 and will reopen at 8am on Tuesday 4th January 2022. The Partners and staff of Arthur Medical Centre would like to wish all of our patients and neighbours, a very Merry Christmas and a Happy New Year!

Practice Update

It has been some time since we last produced a practice newsletter! As we hope you will understand, much of our attention and time has been taken by the ongoing pandemic, the vaccination programme and the subsequent impact on our workflow. However, we intend to produce quarterly newsletters going forward

Many factors have affected our provision of services over the last two years. Primary Care is experiencing an unprecedented level of demand for GP services and Arthur Medical Centre is no exception. Demand for appointments is at an extraordinarily high level and the practice does its best to respond to the needs of each of our patients.

Contrary to common belief, the practice has never been closed during the pandemic and in fact, we have been working to a very high level throughout. Over the last few months, the practice has introduced a hybrid appointment system and the ratio of provision of 'face-to-face' appointments to telephone appointments is around 50/50 in terms of time allocated. We have learned over the course of the pandemic that many matters can be effectively dealt with over the telephone or online services and general feedback received reflects that these options suit the needs of many of our patients. Face-to-face appointments are and have always been available - although not every matter requires one and we may be able to help you just as effectively and more efficiently via the telephone or online. We have also recently made improvements to our telephone system to improve our accessibility for patients.

We have also recently added additional incoming lines to our telephone system and made changes to the way in which calls are queued, to respond to increased demand and to improve our accessibility and patient experience.

Practice Statistics

As of end of November 2021, Arthur Medical Centre's patient list totals 8,999 patients - an increase of 126 patients since the same point in 2019.

Over the previous four weeks in November, Arthur Medical Centre has:

- handled **4,496 incoming telephone calls** (an average of 225 calls per working day)
- provided **3,890 patient appointments** in total (an average of 194.5 per working day)
- provided **1,533 face-to-face appointments** (an average of 76 per working day)
- **59** patients did not attend their appointments and did not give notice of cancellation, which would have allowed us to offer these appointments to other patients who needed to access a clinician. This represents 14 & ¾ hours of clinical time lost across the 4 weeks.

Staff News

In December we welcome two new GP Registrars working at the practice, **Dr Jaewon Phee** and **Dr Misha Patel** as part of their rotation through a variety of posts in the Derby area. **Dr Joseph Eziashi** will remain with the practice until the end of July 2022.

We are delighted to welcome **Dr Sarah Hedgethorpe**, who joined our practice as an employed GP in September 2021. Dr Hedgethorpe has previously worked at AMC as a registrar and we are pleased that she has joined our clinical team.

Dr Andrew McKenzie will retire from AMC and indeed from general practice in January 2022. Dr McKenzie first worked with the practice as a registrar and has been a core member of our clinical team for almost 30 years. Dr McKenzie was also senior partner from 2014 to 2020, when he stepped down from partnership in advance of his retirement.

The Partners and staff of Arthur Medical Centre are appreciative of the contribution that Dr McKenzie has made and whilst we will all miss him, we wish him the very best for his well-deserved retirement!

Dr McKenzie has written the following message to share:

After retiring from the GP partnership in June 2020, I was pleased to accept the opportunity to continue to work at the practice in a purely clinical role for a period of 18 months. This time having come to an end, I am now fully retiring and will be leaving on January 6th 2022. It has been an absolute pleasure for me to have worked as a GP at Arthur Medical Centre. It has been stimulating, enjoyable and rewarding. I feel honoured and privileged that so many patients have chosen to share with me their trials, tribulations, sorrows and joys.

Throughout my time at the practice, I have been especially fortunate to work alongside such a dedicated, conscientious and caring practice team. I am looking forward to the opportunity to spend more time with my family and friends, and to having more flexibility and freedom to pursue new activities and interests. Finally, and most importantly, a truly sincere thank you to everyone for all your support over the past 28 years.

Our Clinical Staff

Partners	Dr Laura Wilton	Dr Marie-Louise Tidmarsh	Dr Kate Woodier	Dr Jennifer Clark
GP Team	Dr Andrew McKenzie (retiring Jan 2022)	Dr Richard Furness	Dr Sarah Hedgethorne	
GP Registrars	Dr Joseph Eziashi	Dr Jaewon Phee	Dr Misha Patel	
Advanced Clinical Practitioners	Joy Simpson	Rachel Reilly	Christine Duffy	
Nurses	Samantha Leatherland	Gill Fletcher	Katrina Mousley	Angela Owen
Healthcare Assistants	Kelly Nash	Lindsey Brown		

Covid Vaccination

Vaccination services across the UK are working extremely hard to roll out the booster programme and to make as many appointments available as possible. Arthur Medical Centre is committed to the national effort and supports vaccination of our patients through our Primary Care Network (PCN) hub at Babington Hospital.

Boosters can only be given after 3 months have passed since the second covid jab from your initial course. We are working through patients in date order & you will receive an invitation when you are able to book your jab.

Following the Prime Minister's recent announcement regarding a renewed focus on the vaccination effort, Arthur Medical Centre and our PCN partner practices are adding additional capacity to our programme to increase our workflow. Any further increases to our commitment will have an impact on our ability to serve our patients in our day-to-day routine and emergency clinics and therefore, we will await further national guidance and instruction from NHS England, before making further commitments to the effort.

With regard to your GP appointments, unless you hear from us, your appointment will continue as planned. If we need to change anything, we will make direct contact with you. Bookings for Covid vaccinations can also be made by calling the NHS booking line on 119, or via the NHS website.

Community Pharmacy Consultation Scheme

Arthur Medical Centre is working closely with local community pharmacies via the community pharmacy consultation scheme (CPCS).

The CPCS is a national scheme from NHS England which provides a mechanism for patients to be referred either by general practice or by NHS111 into community pharmacy for treatment and advice on minor illness. This provides patients with more convenient treatment closer to home by connecting them with the skills and medicines knowledge of pharmacists, which can in turn alleviate pressure on other parts of the NHS. The national data suggests that 6% - 8% of all GP & Nurse consultations can be safely transferred to a community pharmacist. This could potentially free up an average of 55 GP practice appointments per practice per week.

If you contact Arthur Medical Centre with a health concern which the community pharmacist will be able to help you with, you will be offered a referral to a pharmacy of your choice by our reception team. The pharmacist will then contact you within the same working day to provide a consultation and help you with your health needs.

Examples of symptoms suitable for the CPCS include:

- Bites / Stings
- Colds / congestion
- Ear symptoms including blocked ears, ear wax, mild earache, suspected ear infections
- Eye symptoms including conjunctivitis, dry eyes, itchy eyes, watery eyes or eye lid problems.
- Bowel symptoms including constipation, diarrhoea, heartburn, indigestion and haemorrhoids
- Hayfever
- Sore throat
- Urinary Tract Infections (limited to non-pregnant women aged 16-64years)

As part of this scheme your community pharmacist will be able to provide treatments (including antibiotics if appropriate) and advice on the above conditions. Please be aware many of the above conditions are covered under the NHS self care agenda meaning under normal circumstances it is expected that treatments for these symptoms should be bought over the counter (Please see <https://www.derbyandderbyshireccg.nhs.uk/staywellderbyshire/self-care/> for more information). Should following your consultation with the pharmacist you require any additional treatment or advice the pharmacist will contact the clinician at Arthur Medical Centre to ensure this is arranged directly and that you are in no way inconvenienced or disadvantaged for having used the CPCS scheme.

A day in the life of a receptionist

On an average day reception take around 300 calls. Our calls tend to vary between 1 minute - 30 minutes per call. These vary in nature from patients wanting to make/cancel an appointment to things which are not remotely related to general practice. Some notable examples are calls requesting advice on false nails and queries regarding the length of hospital waiting lists. On the other hand, we often take difficult telephone calls from patients who are struggling with complex issues which take time to resolve, such as poor mental health.

Our reception team receive ongoing training and development in areas that will help us provide the best service to patients. When patients wish to make an appointment, we will always ask for a brief description of the nature of the problem, so we can signpost them to the most appropriate source of help. Please rest assured we are bound by confidentiality and have been trained to give you this advice.

As well as answering calls over recent weeks, we have had to cancel and rearrange a substantial number of clinics due to a high amount of staff illness during this ongoing pandemic. We understand this may be inconvenient, however situations such as these are out of our control and we will always do our best to get you rebooked in a reasonable amount of time. Additionally, our team staff our reception desk, where we greet patients who have appointments or prefer to come into surgery to make their enquiries. We also conduct routine administrative tasks such as printing sample request forms, dealing with ongoing patient queries that have been sent to us by the clinicians/District Nurses. We also handle any incoming samples to the surgery, making sure these are correctly labelled with the right request form and logging them to be sent the labs. Combined with all the other minor jobs for the day (such as photocopying forms, dealing with correspondence handed in by patients, chaperoning appointments etc), it makes for a very busy work environment. Primarily there should be 3 on reception but often there are only 2 of us due to absence or other factors. This means it may take longer to get through to us on the phone as it only leaves 1 receptionist to answer and take all these calls. We appreciate this can be frustrating especially if you are in genuine need of our services - but please be assured we aren't ignoring patient calls and if we are busy, it is because like other GP practices, we are under a greatly increased level of patient demand.

Unfortunately, a small minority of patients feel it is ok to abuse our reception team and are rude and/or confrontational towards them. Arthur Medical Centre ask that our patients treat our staff with dignity and respect and take a zero-tolerance approach towards unacceptable conduct, which can lead to a patient being removed from our patient list. Our team shares the same personal and emotional impacts in their lives that we have all felt during the course of the pandemic. We are doing our very best in often difficult situations and would ask patients to bear in mind that your conduct and communications can have a lasting impact on staff members, who have already given so much of themselves to your care.

Patient Participation Group

A message from Mr Martin Allsopp, the recently-appointed chair of our Patient Participation Group (PPG):

It is a pleasure and a privilege to be elected as the new Chair to the Patient Participation Group and I thank members for electing me. I would also wish to thank previous members of the Group who have held the position for their efforts in meeting our objectives and achieving a high level of participation with the practice. A welcome to the new members too who have joined to 'make a difference' in the many activities we become involved in.

Since 2015 Patient Participation Groups (PPG's) are a contractual requirement for all primary care surgeries. However, long before that I am pleased to say that the Arthur Medical Centre has grown and maintained their group since 2005, greatly benefitting from feedback collected by this group. Areas of the practice have, including our GP's, actively participated in meetings and continue to do so, it is not just a one-way street and meetings are usually participative and informal. PPG's are made up of a group of patients who act as a 'critical friend' to the practice in many ways, providing feedback from patients who use the practice. Whilst we are not Governors, we are listened to and our input is welcomed.

The past 2 years, as we all know have been difficult, sometimes frustrating for our patients and sometimes with justification. If this horrible pandemic has taught us anything, we know we need to get better, if not smarter, at letting our patients know what is happening.

Working as a volunteer Covid Marshall at Babington Hospital, I know that our GP's, Clinicians and Admin staff have all extensively participated in the mass vaccination programme for the patients within our primary care group of 4 surgeries, this being in addition to normal working at our surgery under secured NHS working restrictions enforced by the pandemic. In excess of 50,000 vaccinations have been administered at Babington and the 'booster' programme is now under way, including 'influenza jabs' for eligible patients at the same appointment. A tremendous achievement to combat and reduce serious illnesses to Covid, including reducing the ratio of deaths.

The surgery team aim to introduce greater circulation of the newsletter using email, messaging and other forms social media to keep all of our patients abreast of new ways of working and improving services to you all.

Our aim is to help in implementing worthwhile ventures so that the surgery can engage with its patients. Enhancing quality in terms of patient care and services are key to continuously improving an already successful practice that in a recently published survey ranked in the top 1,000 (969) of approximately 7,000 primary care practices nationally. Standing still is not an option in today's fast moving information services.

The PPG team will be working for our patients and for the surgery and its staff to improve services and care quality in all areas of primary care where we can. Whilst we are unable to deal with individual cases as that is not part of the PPG remit, we will do our best to promote any improvement ideas on your behalf.

Martin Allsopp
Chairman