

Theatre Royal Surgery

Winter Newsletter 2018/19

www.theatresurgery.com



January 2019 You can download a copy of this newsletter from our website.

We are pleased to offer Improved Access Appointments. See section 2 for more information!

Staff Update

At the beginning of February we will sadly be saying goodbye to our Healthcare Assistant **Emma Crowe** who has been part of the clinical team since 2015. We will be very sad to see her leave however wish her the best of luck in her new role as a police officer. The vacancy left by Emma will be fulfilled by **Michelle Coogans** who currently works in the reception team and runs a phlebotomy clinic on a Thursday morning. Michelle is looking forward to learning new aspects of her Healthcare Assistant role.



This means that there will be a vacancy open for a new member of staff to join the reception team and we look forward to welcoming a new face to the practice.

Another existing member of staff has also moved to a new role within the practice as December saw reception welcome **Lewis Johnson** to their team from his role as administration apprentice; a vacancy was left in reception by **Emma Tilley** as she moved to pastures new across seas! Lewis has already made a fantastic addition to reception. As Lewis moved on we welcomed a new apprentice to the administration team **Beckie Mantle** who is learning about working in a GP practice in her new role.

Improved Access Appointments



We are pleased to announce that since 01 August 2018 we have been offering Improved Access Appointments.

These appointments are currently offered on Monday, Tuesday and Wednesday mornings between 7am and 8am and on Monday and Tuesday evenings between 6.30pm and 8pm. We also offer selected weekend appointments - contact our reception team for more details.

These appointments can be pre-booked in advance and we hope that these appointments will be beneficial to those patients who have difficulty attending during normal surgery hours.

Dermatology Referrals at the Norfolk and Norwich University Hospital

Our practice secretaries Kirsty and Michelle recently attended a training/information day at the outpatient booking office for the Norfolk and Norwich University Hospital. This allowed an insight into how patient referrals are processed at the hospital end once we have sent them from the practice. The day also provided an opportunity for updates on certain departments at the hospital; one of which was dermatology.



For the majority of referrals made at the practice, we complete the referral and then send our patients paperwork for the 'ERS' system which stands for the 'Electronic Referral System' formerly known as 'Choose and Book' which allows patients to book a convenient location, date and time for their appointment. However, if a certain department is struggling with the volume of people being referred they can temporarily stop this and require the practice to send the referral for 'triage' which simply means that the referral goes to a consultant to review it who will decide whether the hospital accepts

or rejects the referral. If it is accepted then you will be added to the waiting list for an appointment, if it is rejected then it will be sent back to your GP with a rejection reason and sometimes advice on how to proceed.

Currently, due to the number of people being referred to dermatology, the department has had to implement the triaging system. To keep our patients updated so they are not left wondering what is happening with their referral we have decided to share the following information. As of the training day in October 2018, the statistics stood at:

Two week wait referrals mainly being seen within 4-5 weeks from the date of referral. They had however managed to significantly clear the number of patients from the waiting list leaving around 150 remaining.

For 'routine' referrals there were around 1600 people on the waiting list to be seen meaning that unfortunately for our patients, they were looking at a longer wait to be seen.

We have been assured that they are doing everything that they can to provide more clinics however it is proving difficult as there is a national shortage of dermatologists.

We can refer to other hospitals but it will mean that if you wish to attend elsewhere you must make the clinician that you are seeing aware so that they can pass the information onto the secretaries for when the referral is generated. **If you do not state that you wish to be referred to another hospital, your referral will automatically be sent to the Norfolk and Norwich University Hospital to be added to their triage list.**

Missed GP and Nurse Appointments

Don't need it? Can't make it? Cancel it!

Each month we tally up the number of consultations where patients did not turn up for their appointment and did not call us to cancel. We then use the figures to work out the cost of these missed appointments on the NHS by the type of appointment e.g. GP, Nurse, Bloods etc.



December 2018 - 221 appointments wasted - cost to NHS = £3,747

November 2018 - 176 appointments wasted - cost to NHS = £3,268

October 2018 - 272 appointments wasted - cost to NHS = £4,949

Unfortunately these numbers just seem to be increasing and these are the costs for just one average sized GP practice in one month! Please remember to cancel your appointment if you no longer need it. Another time you could be the one in need of an appointment that was unused as it was not cancelled.

Urine Samples

Around 700 urine samples are sent to the Norfolk and Norwich University Hospital daily for testing but only around 40% of them are positive and a number of them are contaminated which means that false positives are given.

We are reminding our patients that if you feel you may have a urine infection, please provide a sample to us in one of our specimen kits and we will test it on site the same day. It is important that you provide both tubes given to you in the kit as we test one on site and the other is there if the sample needs to be sent away for further testing. We also ask that the sample is gathered straight into the yellow pot not into another container that you then transfer as this is where contamination occurs.



Please ensure that you have fully filled in the form in that is in the kit with all of your details and that you let us know any symptoms that you are experiencing. If the form is not correctly filled in or is not in the appropriate container, please be aware that your sample will be rejected and thrown away.

Please note that we require samples to be brought in before 2pm and it is your responsibility to call after 3pm for the results (samples that are required to be sent to the hospital will take longer for the results to come back).



Wellbeing in Motherhood

The Norfolk and Waveney Wellbeing Service is keen to improve their access for women experiencing low mood/anxiety in the perinatal period (during pregnancy or in the first year following the birth of a child). They have therefore created an interactive online course to cover the basics of how to manage parenthood and the challenges of a new baby.

If this is something that you are interested in speak to your Health Visitor or self-refer to Wellbeing via their website or call them:

www.wellbeingnands.co.uk

OR

0300 123 1503

Type 1 Diabetes

The NHS Diabetes Programme, with Diabetes UK and NHS Digital, have developed new content for people with type 1 diabetes on NHS.uk. The new resource provides patients with practical information at diagnosis including videos on how to inject insulin, how to check blood glucose levels and the check-ups and appointments you should attend.



To access the content please visit <https://www.nhs.uk/conditions/type-1-diabetes/>



Contact Details

A reminder to please update the surgery if any of your contact details change. It is really important for us to have your most up to date contact method for if we need to get in touch regarding results/referrals/appointments etc. You can either drop into the surgery or call us to inform us of any changes. Thank you.

Mental Health Care for Veterans

Mental illness is common and can affect anyone, this includes people currently serving in the forces and people who used to serve and their families. With this in mind NHS England have published a leaflet on NHS veterans mental health services which is available on the NHS.uk website. This has been created in the hope that it gives clear information on the dedicated mental health services available to anyone serving or who used to serve in the forces and is available to view at



https://www.nhs.uk/NHSEngland/Militaryhealthcare/veterans-families-reservists/Documents/673_NHS%20Veterans%27%20Mental%20Health%20leaflet%20S17%20Online.pdf

Carers Handbook



Carers Matter have published their 2018/19 carers handbook. Paper copies can be requested directly through Carers Matter Norfolk. The electronic version is available to view and download at

<https://carersmatternorfolk.org.uk/wp-content/uploads/2018/12/CarersMatterNorfolk-A5-Handbook-LR-20182019.pdf>

Norfolk Stay Alive App

Norfolk County Council has launched a new app which has lots of useful information and tools to help you stay safe in a crisis. You can store photos and memories that are of significance to you as well as the app providing self-help ideas and a safety plan. The app is called 'Stay Alive' and can be downloaded from the App store and Google Play store for free.



#StayAlive