

Pendeen News

Rapid Access Clinic Update

In February 2017 Pendeen Surgery introduced a Rapid Access Clinic (RAC). This means that when contacting the Surgery patients are able to receive timely advice, care and possible treatment rather than having to wait for an initial appointment with a Doctor.

We thought we would share with you some of our examples of the RAC's effectiveness:

Patient A: "I woke in the morning with horrendous back pain, so I rang the surgery that morning expecting to be given an appointment with a Doctor sometime within the next few days. Instead, I was given an appointment with a member of the RAC team that morning and I was prescribed pain relief which relieved the symptoms."

Patient B: "I was worried that my medication was not working. When I telephoned the Surgery, I was given a same day appointment with the in-house pharmacist who was able to sort my medication problem and give me a prescription which has worked wonders. I am impressed."

Patient C: "I developed an itchy rash on my lower back and on contacting the Surgery, I was given an appointment that day with a clinician and prescribed some hydrocortisone cream which was excellent."

Quite a few patients informed the practice that they had mistaken the team as being "all doctors" so we have asked Mr Hayles and Sister Williams to wear a RAC uniform. "Please let us know what you think".



Andy Hayles
Primary Care Practitioner



Karen Williams
Advanced Nurse Practitioner

How do I access the Rapid Access Clinic?

- Phone the surgery on 01989 763535 as early as possible.
- Although not compulsory, please help the reception staff by answering a few questions to help assess your condition so we can prioritised appropriately. You will then be offered either a telephone appointment or asked to come into the Rapid Access Clinic.
- If you are advised to come into the clinic you will be offered an initial triage assessment, with one of our Rapid Access Team. The clinic has replaced the traditional "sit and wait" 12pm & 5pm emergency clinic, both of which no longer run.
- It may become apparent after your initial assessment that it is necessary for you to see a doctor, we have a duty doctor overseeing and running the clinic every day for these situations.

Staff news

We were sad to lose receptionists Cathy & Jess earlier this year but are delighted to announce that we have three new receptionists.



Cathy (OZ)



Amanda



Connie

WHATS NEW???

Hi my name is Meg and I will be visiting your practice every week on a Tuesday to offer a social prescribing service. Our service is funded by the Hereford voluntary service HVOSS initially for a year.

I support people to access non-medical services, information and advice that will help them take greater control of their health and wellbeing.

I will work with you to look at what you are doing, can do or would like to do and provide you with ideas and support to make informed choices about your own life.

We will identify any barriers and difficulties you might be facing and look at overcoming these.

If you would like to know more about this service or would like to book an appointment, please speak to your doctor or nurse.

Can we work more efficiently?

After an audit we discovered that although we have a prescription phone line for house-bound patients on average we only receive 5 calls during the 2 hours it is opened per day, therefore we have changed the opening time to 10.30am-11.30am from 1st August. This will allow the prescription clerk to concentrate on other prescription duties.

If you have access to a computer the safest and quickest way to order your repeat prescriptions is online, go to our website for more information.

Did you know you can now email us your prescription requests to: prescription.pendeen@nhs.net

You will always receive an automatic email acknowledgement entitled "Automatic reply". If you have not received this we have not received your email.

Missed Appointments

Missed Doctor's appointments in July 2018 totalled **43** and missed nurse & blood appointments totalled **59** these are booked appointments that patients have failed to attend. A total of **17 hours** of unused clinician time.

If you are unable to make your appointment or no longer require it, please phone the surgery and let us know so it can be offered to another patient. Failure to do so adds to the waiting time to see a clinician for a routine matter.

PPG (Patient Participation Group) Update

With the help of our PPG we are hoping to start a weekly drop-in user group for getting started online, they will be able to show you how to order prescriptions, book and cancel appointments.

Do you want to have your voice heard?

*Contact the PPG directly on
ppg.pendeensurgery@nhs.net*

Emergency prescription ordering

When a patient runs out of medication and has forgotten to order it in time, we can ask the doctor if they are happy to produce an emergency prescription, as this takes the doctor away from other duties we only ask the doctor if the medication is something that the patient can not be without, such as warfarin or insulin. After a recent audit we have found that a great number of emergency requests were not then collected until 2 or 3 days later and could have been produced using our normal process. We have therefore decided that from the 6th July any urgent prescription ordered will need to be collect between 4pm — 6pm any left at the end of the day will be destroyed.