



Hope Farm Medical Centre

Practice newsletter April 2019 edition

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Sepsis evening to be held at Hope Farm

Hope Farm Medical Centre will be hosting a Sepsis awareness evening on **Thursday 10th October**, starting at 7:00pm, lasting approximately 45 minutes. The practice's Patient Participation Group have organised for a health professional to be in attendance to give a more in depth look into the disease.

If you would be interested in attending, please email calum.meakin@nhs.net or let reception know at the practice.

New signposting procedure in place

The Patient Services Team will now be asking for a reason for appointments booked over the telephone or at reception. A major challenge that practices across the country face is the demand for GP appointments; Hope Farm is no different. Asking for a reason for your appointment allows the Patient Services Team to signpost you to your most appropriate form of care. For example, if you were suffering from a painful back, it may be more appropriate for you to be referred directly to our in-house physio; whereas before, you would've seen a GP first. This provides a mutual benefit, saving you a needless visit to the practice and saving GP time to enable them to care for patients with complex conditions that require extra time.

You are, of course, entitled to keep your reason for seeing a GP private. The GPs at Hope Farm are in agreement that this is an appropriate method to try and cope with increased demand.



HOPE FARM MEDICAL CENTRE

Inside this issue:

Sepsis evening	Pg 1
Signposting procedure	Pg 1
Staff changes	Pg 2
IT update/Waiting room screen.	Pg 2
DNAs & Carers Trust	Pg 3
Wellbeing coordinator & Transport	Pg 4
Cheshire West Voluntary Action	Pg 5

Staff Changes

- ◆ Since the last issue, Jenny has joined the Patient Services Team.

An ICT update

Over the last year there have been a series of IT developments at the practice, ultimately enabling us to provide the highest standard of care possible.

Desktop replacements

In November 2018 we replaced 17 of our computers with newer, faster models. The hardware at the practice is now at EliteDesk specification as a minimum.

Laptops

November 2018 also saw the deployment of several laptops across the practice. These are primarily used by clinicians to assist with home visits, nursing home visits or to staff members attending meetings.

Docman 10

Docman 10 is a document management software that we use alongside our main clinical system. Here we receive letters from local hospitals and process them. Docman also holds all clinical letters we have, allow-

easy access for staff who need access to your records.

AccuRx

AccuRx is a text messaging software that we started trialling in November 2018 and later fully introduced in January 2019. AccuRx allows for personalised messages to be sent securely to patients. GPs are able to communicate directly too, for example with blood test results. Furthermore, short messages can be left should patients not be able to answer their phone due to work commitments.

Lexacom

This is an electronic dictation software that allows clinical staff to dictate letters, referrals and messages. Our secretaries then type out these letters and are forwarded to the relevant organisation involved in your care. We had previously used tapes, however Lexacom definitely improves and speeds up our processes.

Waiting room screen

Over recent months the practice has experienced technical problems with one of our TV screens in the waiting room. Unfortunately, we were unable to find a quick fix and it took a long time for us to identify what the actual problem was. At the time of release, we have purchased a new screen and hope for it to be in full operation within the next couple of weeks. Apologies for any inconvenience this has caused.

How we are dealing with missed appointments (DNAs)

GP practices across the country struggle to meet demand for appointments, therefore it can be frustrating when patients miss appointments without notifying the practice in advance. NHS England say that 15 million general practice appointments are wasted each year; which is a waste when these services are in such high demand.

At Hope Farm we now send a letter to patients who commit 3 DNAs within a 3 month period. The letter is a friendly reminder to patients that we expect them to cancel appointments that they can no longer attend. It also promotes Patient Access, our online booking system, which allows patients to cancel appointments without having to ring the practice. If you are signed up for text message reminders, appointments can be cancelled by simply replying.

Some stats from Hope Farm (April 2018–March 2019)

- 2,554 missed appointments.
- 4% of all appointments booked at the practice were missed.
- 478 patients with multiple DNAs.

Please remember that we understand it is not always possible to make every appointment as life gets in the way. We simply ask that you cancel appointments that you can no longer make.



The Cheshire West Carer Support Service supports carers in a number of ways. Within the Service's first year, 3,500 carers have used at least one element of the new service and £800,000 of benefits have been claimed for carers through our information and advice sessions.

Who is a carer? A carer is someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who cannot manage without their help. Types of help may include personal care, going to the toilet, eating, taking medicines, practical help or emotional support. All carers who provide care to someone are entitled to an assessment on their own or with the person they care for, regardless of how much caring they do.

For more information—visit www.cheshirewestcarersupport.co.uk

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Wellbeing coordinator

Gemma Smith is our Wellbeing Coordinator at the practice. Her role is about social input; some people have described her as an interface between patients and local organisations. Gemma makes referrals and sign-posts people to help them become more aware of what's happening and available in their local community. She refers into other organisations or projects for things like benefits, housing issues, social outlets and activities. At times it could be more in connection with practical issues like transport or mobility issues, other times it might be about helping individuals put forms of support in place for themselves or a relative. Gemma supports patients in different ways in the form of home visits and usually works with people between a 6-8 week period but often this changes depending on circumstances, the wellbeing service will be as flexible as possible to create a form of support. You don't need a GP appointment to be referred to the Wellbeing Coordinator just speak to the Patient Services Team.

Do you know somebody who struggles to find transport to appointments?

Ellesmere Port & Neston Community Transport Ltd is an organisation that provides transport for members of the community who are disabled, elderly, disadvantaged, vulnerable or those who have no access to conventional transport.

They also operate a 'door to door' service under the banner 'Community Car Scheme' in which volunteer drivers can use their own car, or adapted cars, to transport clients from their homes to various appointments at the doctors, dentists, hospitals etc.

Registration and membership:

To use any of their services, simply ring **0151 355 3739** and register your name, address and telephone number.

Cheshire West Voluntary Action

Cheshire West Voluntary Action are a charity that helps other charities across Cheshire West. Staff have extensive knowledge and skills to help local voluntary and community groups thrive. Their website (www.chesterva.org.uk) matches people who are looking to volunteer with charities. You will need to register, however this will open you up to a range of different opportunities.

Contact details:



[01244 401272](tel:01244401272)



enquiries@chesterva.org.uk

What to do if you're alone and choking

You're sitting at home alone, when something suddenly gets stuck in your throat – blocking your windpipes. Not a single person is around to help. You're not breathing – and you begin to realize with dread that death could be just seconds away. What to do?

Far too many of us could not answer that question if asked. Meanwhile, a much larger number of us are familiar with what to do if the role is reversed- and you see someone else choking.

To see the trick type 'How to save yourself if you're choking' into YouTube.