

Quarterly Newsletter at Trinity Court & Claverdon Surgery – Autumn 2018

Welcome to the first edition of our Newsletter.

We hope you enjoy reading about your surgery and if you have any questions or queries about any of the services we offer please email: katie.fitchford@trinitycourtsurgery.nhs.uk

The idea of the newsletter is to enable you to find out a little more about your Practice, the staff who work here and more details about the services we offer. We hope to update you with current news about the surgery and our staff to enable you to easily access our services. Your feedback is essential. If there is anything you wish to see featured, please let us know. We'd also love you to complete our Friends and Family Test (cards in reception) let us know what we do well and what we can improve upon.

New Staff

Dina Powell is our new Practice/Business Manager. She comes to the Practice with a wealth of experience having overseen four medical practices in Birmingham for a number of years. Dina is a keen horse rider and you may see her riding through the country lanes in Tanworth in Arden.



Our Reception Team

Over the last few years General Practice has changed considerably and, in order to offer the best service, we have had to change too. Our receptionists are key to the smooth running of the Practice. The role of the GP Receptionist has been misunderstood and often receives unfair negative comments in the national press.

Our perceptive and sensitive team of Receptionists are Amy, Belinda, Jackie, Lynette, Marianne (Claverdon), Natalie (part-Claverdon/TCS), Rachel, Sandra, Sarah and Sharryn. We have recently promoted three of the Team to Office Supervisors; congratulations to Jean, Lynne and Sallie who will also continue to work on the Reception Desk and phones when additional cover is required.

Amy is a shining example of our Apprenticeship Scheme and, after successfully completing her training, is now a full time Receptionist. We have two more Apprentices starting this year, Bethany and Sarah and we hope to have them fully integrated within the team in the not too distant future.

Our team are here to provide a route to the most appropriate person, at the most appropriate time and place. This can be done by “**signposting**” patients.

Receptionists are bound by confidentiality agreements, the same as GP’s and other Clinicians. If a patient requires an urgent ‘on the day’ appointment and is happy to explain the reason for this then the receptionist will offer the most appropriate clinician for the role, this isn’t always necessarily a GP. Our Nurse Practitioners are qualified to diagnose and treat most ailments and should they need to refer you to a GP they will do this, usually within the same appointment. Our Practice Nurses are also qualified to deal with general ailments, specifically seasonal illnesses and this is a valuable resource to the Practice which is under-utilised by patients.

Sometimes a patient will call requesting results of blood tests, xrays, scans, etc. Our GPs view all results and make notes against them on the patient’s record which they are happy for the Receptionists to read out to the patients; if the GP wishes to see a patient then this will have been noted on the result and an appointment will be offered to you. If a result needs to be discussed urgently then it is usual for a GP to either ring or write to the patient. When a result indicates ‘normal’ then a GP appointment or telephone consultation isn’t always necessary.

Our Receptionists are here to help you. They are not clinically trained and cannot offer you medical advice, however they do have a wide knowledge of other NHS facilities, organisations, government agencies, societies and charities which, in the first instance, you may find helpful. If they can, they will also research information for you and get back to you with advice, thus potentially saving a GP appointment.

We have received regular positive feedback for our Reception team’s demonstration of helpfulness and empathy – we are very proud of our team and encourage them to signpost patients to the most appropriate service.

Our NHS is a privilege and to ensure its continuing success for generations to come please remember that the GP isn’t necessarily the route you need to take to resolve queries or issues you may have. Common illnesses can also be dealt with by your local pharmacist. If you have visited the pharmacy previously and their help or over-the-counter products have not been beneficial then you may need to see a clinician within your Practice but please help yourself and let our team help you by allowing them to signpost you to the most appropriate person, place and time.

We know our telephone lines can be very busy at peak times. We are currently investigating ways of making it easier for patients to make and cancel appointments. We will keep you posted.

Finally, may we ask patients for their help in avoiding phone congestion:–

Urgent Appointments – lines open at 8.00am.

Home Visit Requests – these are intended for house-bound patients only – call before 10.30am

Non Urgent Appointments/Results/Queries – call after 10.30am

Referral Queries –call between 11.00am and 3.00pm.

Medication Queries/Repeat Prescriptions – please leave a message on the answerphone line Tel: 01789 268905 or Claverdon Tel: 01926 843422 or call after 10.30am.

We encourage all patients to register and use our on-line EMIS Access system – this enables you to book routine GP appointments, view results, attain access to your medical records and cancel appointments easily without the need to telephone the Practice. Ask for a form at reception or download from our website www.trinitycourtsurgery.nhs.uk

Guide Dogs for the Blind

Thanks to the generous donations from staff and patients alike we are proud to announce that we have been able to sponsor a Guide Dog for the Blind. “Trinity” pictured below is now 12 weeks old and we will be watching her progress throughout the next few months.



Flu Campaign

Look out for the flu clinics we are running at Trinity Court and Claverdon Surgery. If any of our patients choose to have their vaccinations elsewhere the Practice loses the revenue from administering the vaccine.

Extended Access

We are very pleased to be able to offer our patients extended access appointments here at Trinity Court Surgery Hub. Extended Access sessions run from 6.30pm- 9pm Monday to Friday evenings and Saturday and Sunday mornings 9am - 1pm. Please pick up a leaflet in Reception. Appointments can be offered with a GP, an Advanced Nurse Practitioner, a Practice Nurse or a Clinical Pharmacist.

Over 75 Checks

We offer this additional service to our patients who are over 75. The appointment is with one of the nurses and covers medication reviews, diet and dietary advice, activity/exercise status, any support needed/available, blood pressure check, height and weight check, urine sample check. Everyone over the age of 75 is entitled to one of these checks every 12 months. Please call to book an appointment.

Active Monitoring

We are pleased to inform you that we have a nurse now five mornings a week who will be seeing patients who are experiencing low level mental health problems. These appointments are an hour long and can be booked over a period of five weeks. Your GP or ANP can refer you.

Pharmacist

Did you know that you don't have to see your doctor for repeat medication? Our Pharmacist Hayley offers appointments Monday and Friday mornings for medication reviews.

Online Service - for repeat medication requests, booking appointments and access to your medical records. Please see the TCS website or ask at Reception for details and information.

Text messaging - to confirm appointments you have booked. Ask at reception if you wish to sign up.

Christmas Opening Times

Monday 24th December	Open as usual
Tuesday 25th December	Closed
Wednesday 26th December	Closed
Thursday 27th December	Open as usual
Friday 28th December	Open as usual
Monday 31st December	Open as usual
Tuesday 1st January	Closed
Wednesday 2nd January	Open as usual