

# Tri-Links Medical Practice Newsletter

Summer 2024



## Staffing

Dr K is sadly leaving the Practice. We wish him all the very best in his new venture.

Tri-Links welcomes a new Practice Manager, Rachel Mansell.

## New Opening Times:

The normal opening hours for Reception at The Surgery are: -

Monday 8.30 to 18.00

Tuesday 8.30 to 18.00

Wednesday 8.30 to 18.00

Thursday 8.30 to 18.00

Friday 8.30 to 18.00

## Blood Pressure



We encourage all adult patients to have their Blood Pressure checked on a regular basis. You can easily do this yourself by purchasing a simple BP machine or booking an appointment at the practice or at the pharmacy.

Please send us your reading so we can add them to your medical record.

## Welcome to our new Practice Newsletter!!

We hope to issue a newsletter 4 times per year to update you all on how the practice is doing and notify you of any major changes that are taking place.

We hope that you find the information useful, and it makes it easier to access our services.

## New Telephone and Appointment System



We are launching a new phone and appointment system in July / August. This will allow you to make online requests via our website. We are also offering a triage service for urgent on the day problems. The new phone system will have a call back service which when phone lines are busy, will reduce the amount of time you will have to wait to get through to the surgery and not lose your place in the queue.

To help direct you to the most appropriate team, our reception staff will ask you the nature of your call or enquiry. We appreciate that some patients may not wish to disclose the nature of their contact, however this could cause a delay in getting the service that you need.

## Staff Shortages

The surgery has experienced some staff shortages over the past few months. We have worked hard to recruit some new receptionists and will be fully staffed soon.

We aim to be fully opening both sites as soon as possible.

## NHS APP



If you haven't already done so, we recommend all patients to sign up to the NHS app. The App allows you to access your medical records and request repeat medication as well as other online services.

## **Join our Patient Participation Group (PPG)**



## **PATIENT PARTICIPATION GROUP**

Tri-Links Medical Practice Need You!! Would you be interested in joining our Patient Participation Group. We are looking for patients who would be able to spare some free time once every couple of months who are passionate about healthcare and the future of the Practice.

If you are interested in joining, please can you email the surgery at

[amington.surgery@nhs.net](mailto:amington.surgery@nhs.net)

## Out of Hours

For all life-threatening conditions, you should go to A&E, or call an ambulance if you are not mobile. This also includes when you suspect you may have a broken bone or need further diagnostics, eg when you are having severe chest pains.

When calling the practice outside of our core hours (8am-6.30pm, Monday to Friday) you may be transferred to our extended hours service provider or the 111 service.

## **New long Term Condition Appointments**

Patients with multiple Long-Term Conditions (LTC) will be invited to attend for an appointment by month of birth. We are offering longer appointments to reduce the number of times that you have to attend reviews at the practice. It is extremely important that you attend appointments or cancel them as soon as possible if you are unable to attend, so that they are offered to someone else that may need a review as well.

## **Flu Vaccinations**

We hope to start our clinics around September / October time. If you are eligible, you will be sent a text message closer to the time. All clinics will be held at Belgrave site.

## **Cervical Screening**



Please remember to book your cervical smear. Please contact the surgery to book an appointment. Cervical screening can help save lives by spotting harmful or potentially harmful changes in cervical cells earlier, meaning women can get access to treatment when it's more likely to be effective. This means that cervical screening can lead to better outcomes for women, as well as helping to prevent cervical cancer.

### Are you a Carer?



Please let us know if you are a carer for someone else or if you are a cared for person.

#### Closing Dates:

The surgery will be closed from 1.00pm on the following dates for training:

Please note that the Practice will be closed for half day on the following dates for training:

- Tuesday 25th June
- Tuesday 23rd July
- Tuesday 13th August
- Tuesday 24th September
- Tuesday 22nd October
- Tuesday 26th November
- Tuesday 10th December
- Tuesday 14th January 2025
- Tuesday 18th February 2025
- Tuesday 18th March 2025



Please Note! We are no longer prescribing over the counter medications for common ailments.

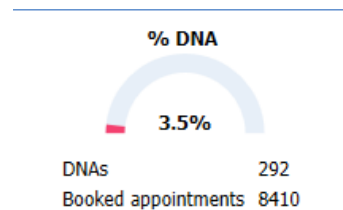
You will need to purchase these sorts of medication over the counter at your local pharmacy or supermarket.

### Child Immunisation Clinic



It is important that your child has the best protection available against harmful diseases. Please ensure that their immunisations are up to date so that they are protected. Clinics are held on a Tuesday morning. Please bring your child's Red Book with you to the appointment.

#### Missed Appointments and their impact on others



Did you know that since 1st March 2024, 292 patients did not attend their appointments. If you cannot attend your appointment, please can you let reception know so that we can offer your appointment to somebody else in greater need.

The NHS logo is located in the top right corner of the dark blue box.

## ABUSE IS NOT IN A DAY'S WORK

We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.

Please note that the surgery operates a zero tolerance policy and will not accept abusive language or threatening behaviour



#### Home Visit Requests:

For our housebound patients who require a home visit, please call our Reception Team before 11am to enable our Clinicians to plan their day.

Calls after this time will be triaged by our Duty GP

## Care Quality Commission

We continue to be rated as a GOOD service overall. However, we are constantly looking at new ideas and ways to improve our surgery. Please do contact us if you have any suggestions?



## New Clinical Roles at the Practice

Due to the ongoing shortages of qualified GP's and nurses in the country, we now have a wider range of qualified clinicians working on site to bridge the skills shortage. These clinicians can offer quick access to clinical care for our patients and reduce the need for a patient to be seen by a GP.

### Practice Based Pharmacist (PBP)

PBP's can issue repeat medication and carry out medication reviews. They are also able to deal with Long-Term Conditions.

### Social Prescriber

Social Prescribers help patients connect with local community support services for several services including unemployment, housing, loneliness and general support.

### Physician Associate

A PA can deal with all sorts of problems including:

- Taking medical histories from patients
- Performing physical examinations
- Diagnosing illnesses
- Seeing patients with long-term chronic conditions
- Performing diagnostic and therapeutic procedures
- Analysing test results
- Developing management plans



## Why does the receptionist need to ask what's wrong with me?

Our reception staff are important members of the practice team and it has been agreed they should ask patients 'why the need to be seen'.

We have trained our reception staff to ask certain questions to help make sure you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.



Reception staff, like all members of our team, are bound by patient confidentiality.

## Change of Details

Have you changed address or contact number? Please let us know so that we can ensure your records are up to date.



## Travelling Abroad?

Please allow up to 8 weeks before travelling to get immunisations booked in.





