



Newsletter – April 16



Staff News. Over the last 2 years, we have added 3 GP partners – Dr Peter Young, Dr Frances Wood and Dr Simon Bodey. We have also been joined

by Dr Charlotte Herring. These changes have allowed us to re-allocate GPs across specific sites with the aim of improving continuity of patient care between Stoke Gifford and Conygre Road.

Conygre Development. A successful bid to the Primary Care Infrastructure Fund allowed us to develop Conygre Road by refurbishing all the clinical rooms and re-configuring the first floor to create 2 new clinical rooms. The building now has 1x Treatment Room, 4x Consultation Rooms and a phlebotomy room. Most importantly, we have been able to add an internal lift to make all first floor rooms accessible to walking patients who were previously unable to manage the stairs allowing us to increase the range of services offered at Conygre Road.

Training. We are very keen to support the long term sustainability of general practice by the training and developing clinicians. We are now a training practice and can train qualified doctors to be GPs and host medical student placements. We are also able to train student nurses and we have a new apprentice on a Health Care Assistant pathway. We have successfully trained an apprentice to join our administration team and have another new apprentice on the medical administration pathway.

Research. We are also now registered to support medical research and look forward to being able to support improvements to clinical care by participating in research initiatives.



Minor Injuries Service. From 1st April, In order to provide a local and accessible minor injury service, our nurses have been training to deliver this service over the last 3 months. Conditions that we can now see include minor: sprains and strains; cuts and grazes; fractures; head injuries; burns and scalds; bites; eye injuries; nose bleeds and wound infections. This is a 'drop in' service and patients are normally seen within 2 hours.

Patient Education Programme. We want to help you to better manage your own health. To support you in this, we will run patient support and education sessions. These will be delivered from the Stoke Gifford Surgery during lunchtime. The first sessions will focus on:

Using on-line services. -22 June

Managing childhood illnesses – 30 June.



Email addresses. To support patients in contacting the surgery, we have listed a number of new email addresses that will allow you to contact the relevant team to answer any queries. These addresses are for administrative or routine queries (and not for appointment booking). They can be found on the Contact Details page of our website.

The Quality Outcomes Framework defines a set of clinical standards that GPs must meet in relation to the management of long term chronic diseases (e.g. diabetes, hypertension etc). We achieved 95% of the 545 points available for meeting these standards in 15-16. To deliver this care as effectively as possible, we have invested in new systems and processes that allow our team to combine the various clinics so that patients with multiple conditions can be seen in one extended clinic as opposed to attending a separate clinic for each individual condition. At the same time, we have combined the chronic disease clinic recalls with the annual reviews that many medications require. This new system is now starting its second year and we are training more of our nursing team to support the delivery of these chronic disease workshops.



Patient Access and new appointments available. We continue to encourage patients to register for On-Line services.

Patient On-Line services include: booking and cancelling appointments; ordering repeat prescriptions; viewing medications and allergies and viewing your summary care data. In order to improve accessibility and convenience, patients are now able to go on-line and book: phlebotomy; contraception, smears and NHS Health Check appointments. **There is also a smartphone app that you can download.** We are also making more GP appointments available to be bookable on-line. To apply for on-line access, please download an application form from our website or ask reception.



Childhood Illnesses Guidance App. HANDI Apps is a smartphone app that has information and guidance relating to the common childhood illnesses including:

- Diarrhoea and vomiting
- High temperature
- Chesty baby / child
- Abdominal pain
- Common newborn problems

The link to download the app is available on our website.



Prescribing. We have a prescribing team to manage the

issuing of over 12,000 items of medication per month. For repeat prescriptions, we take 48hours to process the request. Only certain medications are defined as being required as an Emergency Issue. If you need a non-Emergency Issue medication within 48hours, you will be directed to your local pharmacy who can issue an emergency supply. To support us in managing your medications, it is important that you attend for annual review when requested. Failure to attend for review will lead to delays in processing your repeat prescription. Please use Patient Access and the Electronic Prescription Service to improve your safety and convenience.



Web GP – This provides the opportunity to consult with a GP electronically and can be accessed via our website at any time with medical entries reviewed by a GP and a response to you within 48 hours.

We are pleased to have been selected to run a Community Prescribing Pilot at Conygre Road. Working with Curo, a not for profit organisation, the aim is to create a team of local community volunteers that can **signpost patients to local services and support networks.**



Automated check-ins. We now have remote check-ins at both sites. In

addition to improving convenience for patients, these upgraded models and will allow us to capture more data that will allow us to improve the care that we offer and make sure we have the most up to date contact details for you.



Patient Participation Group meetings ensure your voice is heard – we would love to hear your ideas and comments. All

patients registered with us are warmly welcome! Contact Debbie.grant@gp-L81118.nhs.uk for details of the next meeting.