



WELLINGTON

Medical Practice

August 2017 Newsletter

Dear Patients at Wellington Medical Practice

We hope the update below on the phone systems as well as the new staff members is helpful.

We will have a newsletter every month as a way of keeping patients updated on our progress.

New appointment booking system – From 21st August 2017

We would like to thank our patients for their feedback about our appointment system.

In response to patient feedback telephone consultations will no longer be the main way to book an appointment from the 21st August 2017.

The last date for telephone consultations will be Friday 19th August 2017.

In response to patient feedback we will be changing our appointments system to make it easier for patients to access services.

From the 21st August, the new appointment booking system will operate as follows

- Please call the surgery on 01952 226000 or present to main reception desk
- A member of the reception/call handling team will take brief clinical details
- You will then be booked directly into the most appropriate face to face appointment with a GP or allied health professional, without having to wait for a telephone consultation call back
- Telephone consultations will still be used as a way of informing patient about test results and helping support patients with diabetes reviews etc. but this will usually be initiated by the surgery rather than the patient having to initiate the process
- Telephone consultations will still be available to deal with urgent/on call GP type queries
- Face to face appointments will still be available for booking via the online booking service
- In summary telephone consultations, will be still used but in the minority of cases rather than the default or majority of cases



WELLINGTON

Medical Practice

Updating the phone system

We understand the great difficulties patients have had when calling the surgery and we are sorry that patients have been cut off multiple times when trying to connect to the surgery. The NHS Clinical Commissioning Group (CCG), RedCentric Communications and Virgin Media have committed to update our phone systems as soon as possible.

Wellington Medical Practice is the pilot site for phone system updates (we are the priority surgery of all the surgeries in Telford and Wrekin CCG). The same agencies are responsible for upgrading all the phone systems for all GP surgeries at different timescales but Wellington Medical Practice is the highest priority. As of the last update the system should be updated by the end of August but these timelines are under the control of the RedCentric and Virgin Media updating the phone lines.

Dr Ebenezer and Dr Singh have pushed hard for a soon as possible upgrade by meeting on several occasions with the CCG and the Primary Care Committee (PCC) as well as the Chief Finance Officer at the CCG who have all been very supportive in our aim to update the phone systems as soon as possible. Their ongoing support will ensure the phone service is updated as soon as possible.

We understand how important it is for patients to have an updated phone system and we thank all our patients for understanding the circumstances and continuing to be patient with the delays.

New staff at the surgery

We have listened to patient feedback and have been busy recruiting more staff to improve the patient experience.

The team have been busy recruiting the following new members to join our team

Non Clinical Team

Extra Reception and Call Handling Team Members

Abbie, Margaret and Rachel are three of the newest members of the team who have GP surgery and customer care settings experience. We hope the new members of the team will be able to help more patients at reception and on the phone.



WELLINGTON

Medical Practice

New Reception Supervisor

Sally who has many years of experience working at other GP surgeries will be the supervisor for the expanded reception team. Patients will now have a reception supervisor to help handle any queries that the reception and call handling team may not be able to answer.

New Business and IT Lead

Steph is our new Business and IT Lead. Steph has worked at GP surgeries in the Wolverhampton CCG and has many years of experience in general practice IT and Business.

New Patient Engagement Lead

Tania is our new Patient Engagement Lead. Tania will be helping patients in the reception area and dealing with any telephone queries about the service. Tania will also be the main point of contact for feedback and complaints raised by patients. We hope Tania, in a new dedicated role will make the service more responsive to patient feedback and continue to proactively seek patient engagement going forward. Tania will also work closely with the Patient Participation Group (PPG)

New IT and Informatics Administrator

Gail will help collect data about patient activity, appointment capacity and collect any data that will help improve patient services. This role will help the practice ensure that data regarding patient reviews, chronic disease management data (e.g. the number of patient who have diabetes have had a diabetes review) is constantly monitored. We have already done more diabetes reviews, asthma reviews and medication reviews than this time last year.

Clinical Team

New Community Lead Practitioner (CLP)

Michelle is our new CLP. Michelle has over 25 years' experience as a community matron and District Nurse. This experience and skills have helped us deliver a dedicated team member to help patients who are housebound requiring home visits. Michelle also has a wealth of contacts to help keep patients as well as possible in their own homes with support from other agencies like the rapid response team, district nurses, specialist nurses and therapists and voluntary and carer organisations.

Michelle will also be helping lead care at our nursing homes to include Morris Care, Priory Nursing home, Farcroft and Cartlidge House.

New Practice Based Prescribing Pharmacist

Mehwesh is an experienced prescribing pharmacist who will be based at the surgery, helping our patients with medication queries, medication reviews and changing any medications that have occurred after a patient has been to a hospital clinic or been



WELLINGTON

Medical Practice

discharged from hospital. She will be supported by the GPs and other members of the prescribing team. Mehresh will also be performing face to face asthma and blood pressure medication reviews.

New Nurse Practitioner

Tina has worked at Morris Care as a nurse for many years and has experience in looking after patients with complex health needs. Tina will be bringing her experience to the team and will also be attending training courses to help deliver face to face appointments for urgent care appointments.

New Consultant Physiotherapist and Musculoskeletal (MSK) lead

Krystian is our new consultant physiotherapist who will be joining the team from September 2017. Krystian is an experienced physiotherapist who also has extended scope skills and drug prescribing rights. Any patient who have any joints pains, back pains or any musculoskeletal problems will be seen by Kristian directly.

Krystian will be able to assess, diagnose and give initial treatment. Any patient requiring ongoing physiotherapy will be referred on to the existing MSK physiotherapy services.

Krystian will also be able perform steroid joint injections. We will be supporting Krystian in further professional training to help patients benefit from the latest ultra sound guided injections and also expand the services to include rheumatological problems like rheumatoid arthritis in the future.

Next Newsletter

We will keep patients updated every month at least. The next newsletter will be in **September 2017**.