

THE NORTH THORESBY PRACTICE



NEWSLETTER

January 2021

Evening and Weekend Appointments

We are part of the Lincolnshire East GP Hub offering an Extended Out of Hours service.

Appointments are available **with a GP, Nurse Practitioner and a Pharmacist** on **Alternate weekday evenings 18.30 – 20.00pm and weekends Sat/Sun 08.00 to 20.00** and are bookable by our receptionists.

They are based within the Urgent Care Department Building at Louth County Hospital.

These are routine appointments designed for patients who cannot always attend during normal working hours or if the practice is short of appointments.

Our receptionists will be offering these appointments at every opportunity and we encourage patients to utilise this service to avoid the risk of losing it.

Appointments will be local GPs but none from our practice at this time. (All out of hours appointments are currently Telephone appointments due to COVID-19)

Staff Information

- On behalf of the practice, we would like to give a huge Congratulations to **DR H MACRORIE** and her Partner on the birth of their baby boy. We wish them the best in this new chapter. She will currently be on maternity leave and will return to the practice in Summer 2021. Moving forward, we are pleased to announce that **DR S KUCHARUK** has joined the partnership and will be available to take requests on AskMyGP.
- **DR J F BALLANTYNE** will sadly be leaving the Practice **after being with us for over 25 years**. She sends her best wishes to her patients. On behalf of all the staff; we wish her well and hope she enjoys a lovely retirement.
- **Polite Reminder**—Most of our GP's do not work full time and therefore do not have regular clinics each day of the week—This may be why you might not always be able to see a particular doctor. **We encourage patients to see whichever doctor is available for minor illnesses.** However, if patients prefer to see a certain doctor, please keep in mind that this may mean a longer wait for their availability. Also, we do encourage patients to **utilise other staff members within the practice. If you are needing medical attention and refuse an appointment offered to you; it will be documented.** The receptionist may often divert you to the most appropriate person depending on your presenting problem. We try to offer as many appointments as we can due to GP availability being so limited across all parts of the country; as in some cases, not all problems need to be dealt with by a doctor so we advise patients to see other available staff members where possible. **GP working days can we found via asking reception or are available to see on AskMyGP—we encourage patients to check this before sending in their requests.**

OUR APPOINTMENT SYSTEM IS CHANGING!



As of Thursday 1st October, our Receptionists will not be pre-booking GP Appointments over the phone.

Our new online consultation platform 'AskMyGP' will be the way patients can make an appointment to see or speak to a GP.

There is **no reason to book appointments in advance**. As the GP will respond to you on the same day as your request (within surgery opening hours)

Enter your medical concerns and symptoms through AskMyGP; which will then be assigned to a clinician who will contact you **either by telephone, video call or face-to-face**

You can select **WHO** you would prefer to see and **HOW** you would like to be seen.

You can get an acknowledge response within minutes of your request and a clinician will aim to get back to you within 2 hours of your request., and on average **help is given 7 minutes faster**.

No more waiting in the telephone queuing system.

Those who absolutely DO NOT have any of the above or access to the internet; CAN still phone the surgery and a Care Navigator will enter their request on their behalf— However, please expect a longer response time.

- ◆ Anyone over the age of 16 will need to register for AskMyGP by entering the following link here: <https://my.askmygp.uk/?c=C83061#/register>—You can access this by **visiting our website and clicking the 'AskMyGP' banner** on the home page. Then click the option to **'Consult you GP'** and then **'Sign up as a New User'**
- ◆ This new system only applies to GP appointments. **Nurse appointments can be booked over the phone without using AskMyGP.** Patients can still phone the surgery as normal for test results and general non-medical related queries.
- ◆ **You cannot order REPEAT PRESCRIPTIONS through AskMyGP** - Please continue to follow the usual surgery protocols to do this. However, **medication that is NOT on repeat will need to be requested through AskMyGP** where it will be authorised by the doctor.

Please **DO NOT USE ASKMYGP IN AN EMERGENCY SITUATION!** 111 or 999 should be contacted if you need immediate help or advice.

This is an NHS initiated service which is fully funded by the NHS. 'AskmyGP' and other similar consultation platforms will eventually be rolled out nationally across all GP practices by April 2021 as part of the GMS contract.

We are encouraging all of our patients to use this new platform if able to so we can reserve the phone lines for those who cannot access the system themselves.

COVID-19 VACCINE PROGRAMME

The UK government have recently announced their success in being able to offer the vaccine and are now in the early stages of rolling this out across the country.

Patients will be contacted via phone when they are eligible to be vaccinated.

PLEASE DO NOT CONTACT THE SURGERY TO BOOK AN APPOINTMENT—WE WILL CONTACT YOU.

We kindly ask that you reserve the phone lines for those that need to contact the surgery regarding appointments, and medical queries

This is in line with the governments priority list. JCVI 'The Joint Committee on Vaccination and Immunisation' advises that implementation of the COVID-19 vaccine programme should aim to achieve high vaccine uptake. An age-based programme will likely result in faster delivery and better uptake in those at the highest risk.

Dispensary— During the COVID-19 Pandemic

Until further notice the Dispensary requires 7 days to process medication requests.

The Dispensary will be open **Monday-Friday from 9am-6:15pm (closing between 1pm-2pm daily)**

Telephone lines are open from 11am-3pm (Option 3 on the phone lines)

How to order your prescription:

- ◆ *Dropping your repeat slip at either the North Thoresby or the Holton-le-Clay Prescription Boxes.*
- ◆ **SystemOnline (You will need to obtain a username and password from Reception—OVER 16's Only and PHOTO ID IS REQUIRED)**
- ◆ **By Post—Enclosing a pre-paid self addressed envelope.**

WE NO LONGER ACCEPT PRESCRIPTION/MEDICATION REQUESTS OVER THE PHONE

Advanced Nurse Practitioner

The ANP can be seen for things such as:

- Coughs/Colds/Chest Infections
- Rashes
- Infections (ear, throat, nose, skin etc.)
- Acne
- Contraceptive Pill Reviews
- Medication reviews
- Swab Tests
- STI checks
- Allergic Reactions
- Minor Muscle Pain (neck, back etc.)
- Hay fever
- Any Other New or Minor Illnesses

HCA's

- Vitamin B12 injections
- Pneumonia/Flu Vaccinations
- Blood Tests
- INR (Warfarin) checks
- Smoking Cessation Advice
- Blood Pressure checks
- NHS Health Checks
- ECG's
- Ear Syringing
- Hearing Tests (not currently available)
- New Patient Appointments
- Spirometry Tests (not currently available)
- Dressings and Woundcare

By using the Healthcare Assistants for the above services, it will automatically free up more appointments with the Practice Nurses for more complex needs.

Blood/Test Results

Please phone the surgery (Option 2) after 11am to obtain blood test results, Scan Results or other any other queries.

Please Note:

- *It is the patients responsibility to contact the surgery to obtain their test results unless they have been told otherwise by a clinician.*
- *Any tests that have been requested or arranged via a hospital consultant; should be chased by the patient through the hospital department that they were seen under.*

Polite Reminder *The receptionists are not trained to give specific readings or go into detail about results or findings . Messages passed on will be generic or a statement that the doctor has written to pass on to the patient. If you require a more in depth discussion about any results you may not understand, please send a request via AskMyGP to see or speak to a doctor.*

Reminders

We would like to kindly remind patients of the practice that the **Ambulance Bays** located at the front of each of our surgeries **are to be kept clear and not used for patient parking.**

Thank you.

NORTH THORESBY SURGERY

*HIGHFIELD ROAD, NORTH THORESBY, DN36 5RT
01472 840202*

HOLTON - LE - CLAY SURGERY (Branch)

*LANCASTER GATE, HOLTON LE CLAY, DN36 5YS
01472 828546*

<https://www.norththoresby.org.uk/>

