

PRG Newsletter

Winter 2018

Welcome to the Patient Reference Group Newsletter

Thank you so much for signing up to receive our seasonal newsletter; we really appreciate all of your support. We plan to send out a winter, spring, summer and autumn newsletter every year. You can tell us what you want to hear about by using a simple feedback tool accessed by clicking [here](#).



New Automatic Doors

For some time our patients have requested that we improve access into the buildings. Whilst there are many barriers that we need to look at in the reception area itself to improve ease of access, we needed to start somewhere. Our most urgent need was to change the manual front and back doors over to automatic doors. As part of this change we also installed a video screen by the back door, so that any waiting patients who have pressed the doorbell can be seen in reception and granted access easily; if they need to, they can also ask for support and we can come and help.

New Patient Information Screens

We also received a lot of feedback about the tannoy system; many patients struggled to hear their names being called. On that basis the Partners kindly agreed to purchase new patient information screens. These screens are not only patient call screens, but also allow us to access a library of useful material for patient education to help promote seasonal campaigns or local changes.



Free Wi-Fi now available

Look up health information, download health apps and browse the internet



Mental Health



Community



Acute

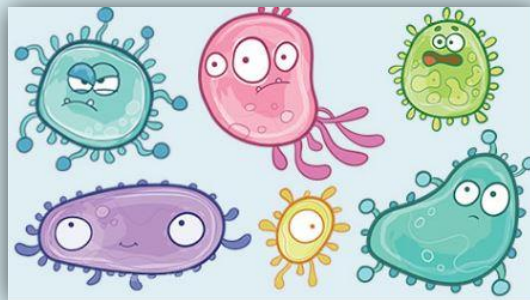


Public Wi-Fi

Public Wi-Fi has arrived at Woodlands/Clerklands Partnership; Wi-Fi is being provided at a national level so you can have good access to your IT whilst you are waiting. You will now see NHS Wi-Fi on your device - just register and press connect to get online.

Seasonal Flu

This has been a challenging flu season due to the late and staggered delivery of the vaccine; this was a national issue. This was also the first year where we have had to have 3 different vaccines which were age specific: one for children, one for adults and another specifically for the 65+ age groups. Due to this, we had to ensure that our flu clinics were booked to so we could make sure we had enough of the right type of vaccine in stock for each clinic.



So far this year **3,301** of our patients have been vaccinated; **2,341** by our own nurses and the rest by local pharmacies.

The surgery always posts information on its website as soon as the flu clinics have been arranged; we also write to 'at risk' groups. Information can always be found on our [Vaccines](#) page, and the NHS website also has a very handy [FAQ Vaccinations](#) page as well.

Don't forget to [#Keep warm, keep well](#)



Prescription Plus Pilot a Community connections for a healthier me

We are trialling a new pilot at Woodlands and Clerklands Partnership; it's called [Prescription Plus](#). It is a new way of linking patients with support and activities within the local community to improve physical and mental wellbeing. The support is free or low cost and includes social groups, physical activities, counselling, information and advice around debt, housing & benefits, and help with particular issues or conditions and more.

The criteria is that you are 18 or over, have a long-term medical condition and possibly feel quite isolated. Whilst the service is in its pilot phase places are limited; there is currently a waiting list. Preliminary results are proving to be promising and we hope to support this service to grow so it can become more widely available to our patients. Prescription Plus is also looking for volunteers; if you are interested please click [here](#).



The NHS Health Check is a health check-up for adults in England aged 40-74. It's designed to spot early signs of stroke, kidney disease, heart disease, type II diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions; an NHS Health Check helps find ways to lower this risk.

If you're in the 40-74 age groups and do not have a pre-existing condition, you may receive a letter inviting you for a free NHS Health Check which will be carried out by Nicky and Katie, our healthcare assistants.

[Changes to Repeat Prescription Ordering from the 05th November 2018 onwards](#)

Earlier in the year Crawley, Horsham and Mid Sussex CCGs advised us that they would no longer support managed repeat prescription systems (this is where a third party orders repeat medication on behalf of the patient); this included community pharmacies. This decision was based on the potential risk to patients under the current system and the unacceptable levels of medicines waste. This meant that from the 05th November 2018 Woodlands Surgery and Clerklands Surgery (which are two sites, but one surgery which sits under Crawley CCG) could only accept requests for repeat prescribing either directly from the patient, or from a carer on their behalf. For certain vulnerable patients there is an [exemption form](#) which will be reviewed and authorised by a GP; more details about that change can be found [here](#).

There are many different and easy ways for you to order your repeat prescriptions which include:

1. Online GP repeat ordering services ([SystmOnline](#)) also available via the mobile app on [iPhone](#) or [Android](#)
2. Visiting the practice and ordering in person
3. Posting or faxing repeat prescriptions to the practice



Registering for SystmOnline

If you have yet to register for SystmOnline you can do so by downloading and filling out an application form which can be found [here](#). You will need to bring photo ID to the surgery and a user ID and temporary password will be provided to you. You can do more than

order repeat prescriptions online: you can also book routine (non-urgent) named GP appointments, view your blood test results, send a message to the surgery, and view your coded record.

If you are interested in reading about our Repeat Prescription Policy, information about Over the Counter (OTC) changes or Prescription Charges then please click [here](#).

[# HelpMyNHS](#)

OTHER STAFFING NEWS

New Partner: In May 2018 Dr Manoo Gupta officially became a partner of Woodlands/Clerklands Partnership.

Retirement of Dr Greengrass: Dr Greengrass retired in July 2018; she was a Partner for 30 years.

Leaver: We are sad to report that Dr Obileye will be leaving at the end of February 2019; we would like to wish him well.

New Starter: In January we will have a new pharmacist called joining our team. The pharmacist will be here all week to provide support to the GPs specifically around medication reviews, medication changes/switches and discharge medication changes.

Training Advanced Nurse Practitioners (ANP): Our practice nurse Tracey is half way through year two of her **MSc in Advanced Practice**; once complete Tracey will officially be referred to as an ANP and work closely alongside the GPs. Tracey is already able to hold clinics under the title of Trainee ANP supported by a GP Partner.

HCA: Nicky, our Healthcare Assistant has also been undertaking additional qualifications to support her HCA role and aims to become an **Associate Practitioner**.

Training Practice: We have always provided training to nurses, medical students, Foundation Year doctors and GP Registrars, and we now also provide training to a Physician's Associate. You will see her from time to time shadowing clinics to inform her learning.