

NEWSLETTER



BIRCHWOOD
SURGERY

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ISSUE 9: JANUARY - MARCH 2019

2019

Happy New Year!



GDPR

New Year – New You?

Hello and welcome to Birchwood Surgery's first 2019 newsletter! We hope you all had a warm and cosy Christmas and are ready for what this new year will bring you!



Although it can sound a bit cliché, a new year marks the start of what can be a fantastic new you! Whether it is by quitting smoking, eating a little healthier or trying to fit in some exercise – now marks the start of the journey to a fitter, healthier you.

In this edition we cover the surgery news, hints and tips on the little ways to make a big difference to your health and the local activities that you could get involved in this year.

We hope 2019 is your best year yet and we look forward to spending it with you.

We would like to remind our patients that due to the new General Data Protection Regulation rules (GDPR) being rolled out throughout the UK; you will now need to provide ID to pick up anything from us.

Alternatively, if you need someone to pick something up on your behalf you will have to make us aware of who will be picking it up for you, and then that person will need to show us ID when they get into the surgery. Items that you will need to show ID for include:

- Sick notes
- Insurance documents
- Any GP letters
- Blood test forms
- Blood test results
- Online user details
- Prescriptions



BIRCHWOOD TEAM

Doctors

Dr R. J. O. Graham – Senior Partner

Prescription request handed in:	Prescription ready by:
Monday	Thursday <u>AFTER 3PM</u>
Tuesday	Friday <u>AFTER 3PM</u>
Wednesday	Monday <u>AFTER 3PM</u>
Thursday	Tuesday <u>AFTER 3PM</u>
Friday	Wednesday <u>AFTER 3PM</u>

PLEASE TAKE BANK HOLIDAYS INTO ACCOUNT AND ALLOW US AN EXTRA 48 HOURS WHEN REQUESTING YOUR PRESCRIPTION

EMERGENCY OUT OF HOURS TELEPHONE NUMBER

If you require urgent medical advice Monday to Friday between 6:30pm-8:30am, weekends and bank holidays please call NHS 111.

WHEN TO CALL BIRCHWOOD

If you are looking to book an appointment, a reminder that we only book **emergency appointments on the day and routine appointments for four weeks ahead.**

These appointments become available at 8:30am each morning.

We ask that if you are calling for prescription queries, general enquires etc you call from 10:00am onwards as between 8:30am – 10:00am is a very busy time for us. If you are waiting for test results, please call after 2pm.

OPENING HOURS

Monday – 8:30am – 6pm
 Tuesday – 8:30am – 8pm
 Wednesday – 7am – 6pm
 Thursday – 8:30am – 6pm
 Friday – 8:30am – 6pm
 Saturday – Closed
 Sunday – Closed

Remember appointment booking is only available from 8:30am each morning.

**Update on ordering medication
 PRESCRIPTION REQUEST & COLLECTION**

A reminder to our patients that since Monday the 19th of February, 2018 we

now close our surgery between 12:30pm and 1:30pm for lunch every day.

Our phone lines are also closed during this time for non-urgent enquires.

However if you need a home visit or urgent medical advice, our emergency desk is still manned during this time. Just call our surgery and follow the instructions on the recorded phone message.

Should you need any medical advice during this time, please call NHS 111.

Should you require any emergency medical attention during this time, please call 999.

NEW PATIENTS

Since 1st August 2017, the surgery has not been registering new patients, after receiving approval from NHS England to close our list. We apologise for any inconvenience this may cause and hope to be open again soon to new patients.

ONLINE SERVICES

Did you know that you can sign up to use our online services? It is a que free, paperless and simple way to be able to order your prescriptions, ask our Doctors and nurses questions and see your own medical record!



To sign up for this all you have to do is pop into the surgery with a form of identification (a driving license, debit card etc) and we can issue you a username and a password. It's as simple as that!

MINOR ILLNESS NURSES

Our Minor Illness Nurses are available to help with acute problems and illnesses and can prescribe medication where appropriate.

Conditions where seeing a doctor/minor illness nurse is **NOT** usually necessary:

- Diarrhoea and vomiting
- Conjunctivitis
- Most sore throats
- Coughs and colds
- Emergency contraception
- Insect bites within first 72 hours
- Chicken pox
- Hayfever
- Backache
- Scabies/lice/worms
- Mild joint pain/soft tissue injury

The Doctor's advice for these conditions is to seek self-care advice from www.patient.co.uk or your local pharmacist.

Patients who **CAN** be booked in the Minor Illness Clinic:

- Breathing problems
- Mild to moderate abdominal pain
- Sore throat (for more than 5 days)
- Ear pain (for more than 5-7 days)
- Prolonged/worsening coughs especially asthma/COPD patients
- Severe back/joint pain
- UTI's
- Unwell with a rash

Anything ongoing or previously prescribed for is not appropriate to be in minor illness clinic and will need to be seen by a Doctor.

When booking an appointment the admin staff have been trained to triage you to ensure you are booked into the appropriate appointment and will seek medical advice from both the doctors and nurses on duty that day.

ELECTRONIC PRESCRIBING (EPS)



To recap for those of you who may not have read our last issue of the newsletter, the electronic prescription service (EPS) allows prescribers to safely and securely send your prescription electronically to your local/usual pharmacy online. This means less paper waste, less time waiting in queues and is efficient and convenient for both yourself and our staff. In the future, EPS will become the default option for the prescribing, dispensing and reimbursement of prescriptions in primary care in England.

You don't need a computer to start using EPS, as long as both your GP surgery and the pharmacy (or other dispensing appliance contractor) offers the service then it is available to you!

You can nominate any pharmacy, whether it is the one closest to your home, on your route to work or where you shop – and you are able to change this any time!

All you need to do is pop into the pharmacy you wish to collect your prescriptions in and nominate them as your designated pharmacy and we'll do all the work from there, simple!

If you wish to change or cancel this service at any time then all you have to do is make your pharmacy aware that you wish to move or cancel the service and it will be done for you.



Birchwood Surgery's Smoking Clinic

The smoking clinics at Birchwood Surgery are held on a Wednesday afternoon.

If you are interested in stopping smoking then you can book directly into the clinic by popping in to reception and booking an appointment, or calling us and getting it booked in online. Alternatively, you could make a routine appointment with a GP who can refer you to the clinic as well. Alternatively, you can call the smoke free clinic directly on: 01442453071 or 08003893998 or you can send a free text saying 'SMOKE FREE' to 80815.

EXTENDED ACCESS

12PointCare GP Federation are committed to improving access to General Practice.

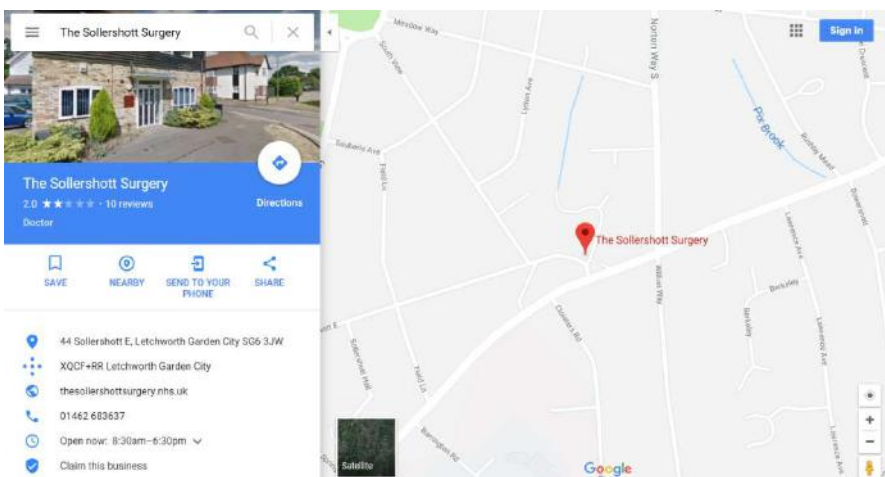
From October 2018 patients will be able to see a GP or another health professional between:

6.30pm and 8.00pm on weekdays

8.00am and 4.00pm on Saturdays

8.00am – 12.00pm on Sundays

**Sollershott Surgery, 44 Sollershott East,
Letchworth Garden City, Herfordshire SG6 3JW.**



Our health professional team for the North Herts Extended Access Service consists of GPs, Practice Nurses and Healthcare Assistants.

If you would like to make an appointment in the Extended Access Service, please call us (Birchwood Surgery) and we will arrange this appointment for you.

"I love the extended access service! It is quick and convenient. I know that the winter can be a busy time of year for a GP surgery and instead of waiting for a routine appointment for up to 4 weeks, I was able to be seen the same week thanks to the extended access service! I totally recommend it!"

"I am a mum of 3 and I find a lot of appointments are during school hours. The extended access service gives me a chance to take my children to the Doctors without taking them out of school."

"I work from 8am – 6pm 5 days a week and can never find the time to go to my GP surgery! This new service means I can go on a weekend and it is completely hassle free!"



GOODBYE!



As we mentioned in last quarterly's newsletter, we have officially said a big goodbye to Dr Brooks. Dr Brooks has been a GP here at Birchwood for over 30 years! As well as being an outstanding senior partner and a dedicated GP, Dr Brooks is a passionate, funny and supportive colleague and we all miss her very much already!

PLEASE NOTE:

With Doctor Brooks' retirement Dr R Graham will now be our senior partner.

If you were one of Dr Brook's patients then we will be reassigning you to a new GP. We would kindly ask patients not to call the surgery at present as this is quite a lengthy process, but if you would like to know who your new registered GP is then please feel free to ask the next time you are at the surgery. Thank you.

LETCHWORTH PARK RUN

Fancy exercising but don't fancy joining a gym? Want to join in with people of all abilities? Well maybe park run is for you! Whether its walking / running the race or being one of the volunteers Park Run is perfect for all!

What is Park Run?

It's a 5KM run (or walk, or jog, whatever you want!)

When is it?

Every Saturday at 9am

Where is it?

The event takes place at Grange Recreation Ground, Gaunts Way, Letchworth, Hertfordshire, SG6 4PN. The course takes parts of the Letchworth Greenway and the surrounding countryside.

I'm interested...but I don't want to take part...

Every parkrun only happens because of the time and dedication of its volunteers. They are always looking for new volunteers. If you fancy being a marshal or maybe taking a turn at being there with the stop watch at the finish line then don't hesitate to get in touch with the Park Run team. Their website is www.parkrun.org.uk/lethworth



from beginners to Olympians...

parkrun is for everyone





PATIENT PARTICIPATION GROUP!

What is a Patient Participation Group?

Members of the Patient Participation Group (PPG) are volunteers who work with the practice to represent patients, offering views on the services and facilities that are provided. Patients also have the option to be involved in the wider health issues across North Hertfordshire.

When do we meet?

We aim to meet at the practice at least 4 times a year. We usually hold the meetings on a Tuesday evening from 6pm onwards. The meetings usually last a couple of hours. All details of the meeting are forwarded to members in advance.

What are we not?

We are not a forum for individual agendas or personal complaints. Complaints must be made directly to the practice to comply with the standardised NHS complaints Procedure and be handled under a strict code of confidentiality. If you have a complaint, please either speak to the practice team or pick up the practice information leaflet on complaints.

What do we have planned for the future?

We want to encourage additional patients to join the group. It is expected that the PGG will become more visible and assist the practice with new initiatives and ideas.

We always welcome suggestions and ideas that contribute to the patient experience when you visit the practice. Your suggestion can be forwarded to the Practice Manager to be discussed with the PPG where appropriate.

Want to know more?

If you are interested in knowing more, take a look at our PPG board in the corridor opposite the waiting room. Also, you can let our reception team know and we will be able to send you one of our information packs.

“HEALTH IS THE GREATEST GIFT” – Bhudda

DRY JANUARY

Fancy a break from the booze? Want to make a change in your life, or the life of those arounds you? Whether it's for charity or just for you, have a look at the link below and see if you fancy going a month alcohol free!

www.alcoholchange.org.uk/get-involved/campaigns/dry-january



PATIENT TRANSPORT SERVICE

The East of England Ambulance Service NHS Trust (EAST) have made further progress in managing the transport of patients. If

You need to use their services, their designated number is

03456051208

The contact centre is open Monday to Friday, 8am until 6pm and does have an answer phone service which operates outside of the opening hours.

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HEALTH SHUTTLE

Alternatively, you can contact the Health Shuttle Service on **01438726219**. The Health Shuttle can pick patients up from Letchworth, Baldock, Hitchin etc and take you to Lister Hospital in Stevenage.
QE II in

REMINDER

If you are travelling abroad please be aware that as of the 1st of November 2018 the

Here at Birchwood we want to make sure you have a healthy and happy 2019. For those who are looking for a bit of exercise to keep them active, or perhaps just some company for a couple of hours a week, here are some great local clubs and fitness groups to think about joining this year!

Hertfordshire Health Walks

www.hertfordshire.gov.uk/healthwalks

01992 588433

Free and sociable short walks across Hertfordshire. Whether you are taking your first couple of steps in a 20-30min walk around town or want to walk 5-6 miles across the countryside, there is something for everyone & for all abilities!

Jackie's Drop-In

www.jackiesdropin.org.uk

01462 338752

Jackie's Drop-In is a safe and specialised area for all kinds of vulnerable adults and people who have "fallen through the cracks". It has a dedicated hate crime service, a music room, a salon and other wonderful things. They host a mindfulness class for members and their carers and can offer a huge amount of support to those who might need it.

Garden City Court Q Day Centre

www.quantumcare.co.uk

01462 473100

Garden City Court Q Club provides a social and stimulating environment for older people, and specialises in caring for those that live with dementia and / or have mobility problems. Their Q Club members are also able to take advantage of other services available to them at Garden City Court i.e. on-site hairdressing salon, laundry services and prearranged visits from Health Professionals i.e. dentist, optician etc.

Gentle Yoga

www.letchworthcentre.org/classes/gentle-yoga/

01462 678804

Situated at the Letchworth Centre for Healthy Living, Gentle Yoga is for anyone with restricted movement or for those who prefer to work at a slower pace and in a smaller class.

Hitchin Aphasic Club

www.stroke.org.uk/finding-support/hitchin-aphasic-club

01462 435828

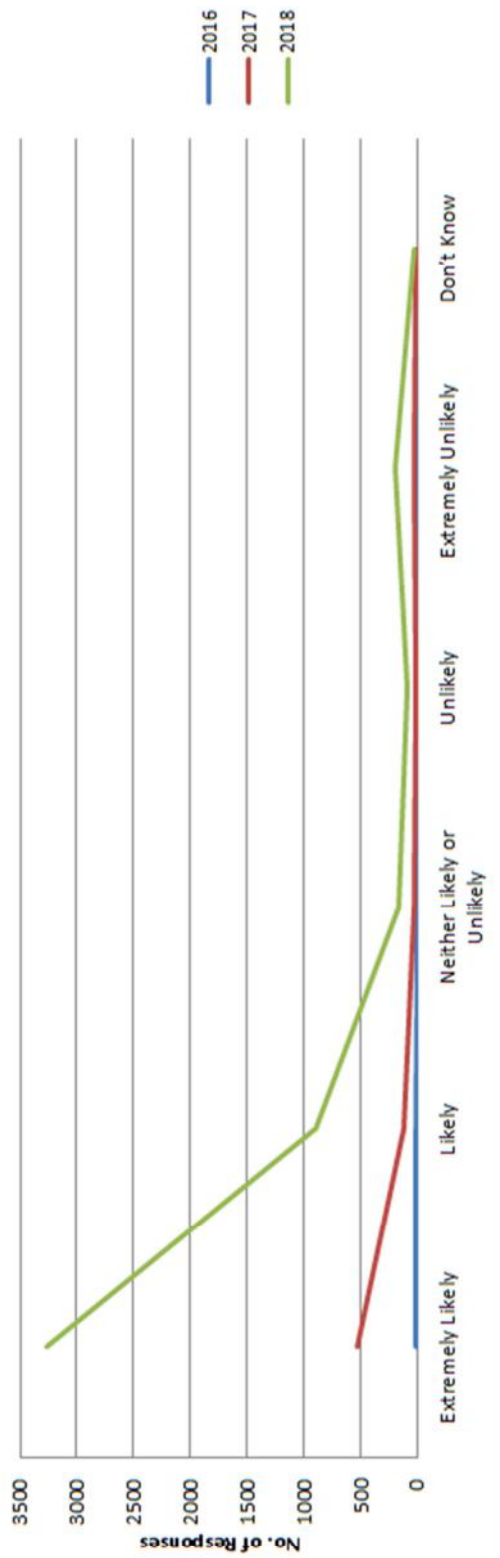
The Hitchin Aphasic (Stroke) Club welcomes membership from people affected by Stroke in the area. The club provides peer and communication support and offers social and recreational activities.

Details of all of these groups and more are available at the Letchworth Tourist Information Centre on Station Road.

END OF YEAR STATISTICS

FRIENDS AND FAMILY

Friends and Family



	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
2016	16	7	2	2	1	0
2017	537	118	32	20	33	7
2018	3262	897	162	93	195	35

STATISTICS

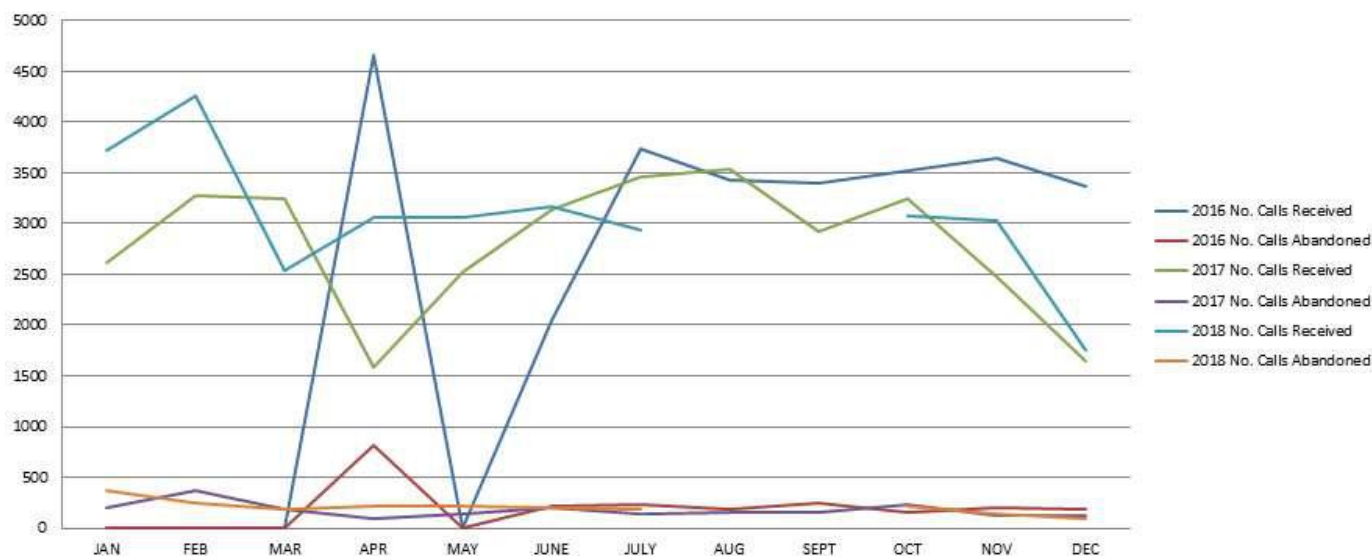
PHONE CALLS

69.63% of the patients who took part in the Friends and Family questionnaire said they would be extremely likely to recommend our surgery to others.

END OF YEAR

		JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
2016	No. Calls Received	0	0	0	4660	0	2040	3731	3434	3393	3516	3646	3361
	No. Calls Abandoned	0	0	0	813	0	224	230	185	253	153	197	183
2017	No. Calls Received	2614	3271	3242	1582	2517	3136	3467	3532	2919	3243	2480	1644
	No. Calls Abandoned	204	374	193	98	143	198	145	153	159	237	118	118
2018	No. Calls Received	3715	4267	2535	3055	3055	3161	2935			3071	3025	1761
	No. Calls Abandoned	367	249	165	214	214	200	182			214	137	91

Received Calls Vs Abandoned Calls



WHAT DOES THIS MEAN?

The Birchwood Team work hard to try and answer each call received into the surgery. Above you will see how we have made a vast improvement on the number of calls that are answered since 2016. For 2018 we have 10 months' worth of call data, as unfortunately 2 months were lost due to a system error.

In these 10 months in 2018 we received 30,580 calls and we picked up 28,527 of them – that's 93.2%!

In 2017 where we have a full 12 months' worth of data and out of the 33,647 calls we received, we answered 31,507 of them – that's 93.6%!

To help us to continue to achieve answering as many calls as possible we ask that unless you require an urgent appointment on the day that you call the surgery after 10am for general appointments or queries and after 2pm for results.

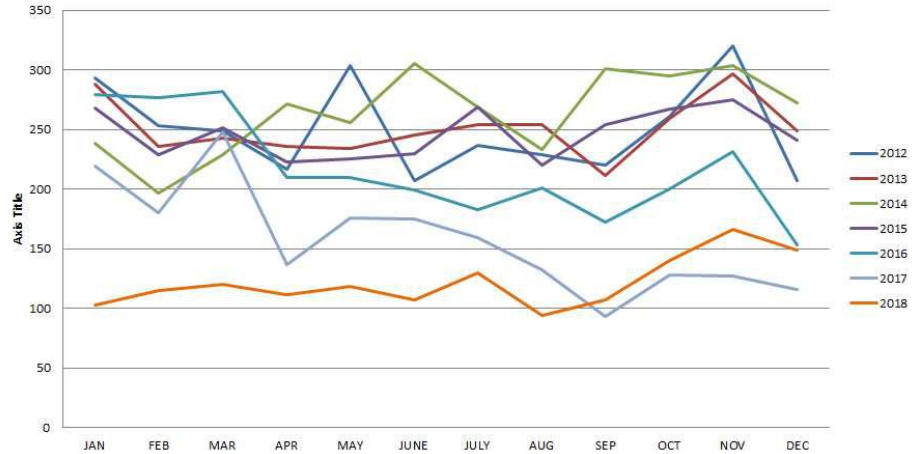
END OF YEAR STATISTICS

DNA'S

(DID NOT ATTEND)

	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC	Yearly Total
2012	293	253	249	217	304	207	237	229	220	261	320	207	2997
2013	288	236	243	236	234	245	254	254	211	259	297	249	3006
2014	238	197	229	271	256	305	269	233	301	295	304	272	3170
2015	268	229	251	223	225	230	269	220	254	267	275	241	2952
2016	279	277	282	210	210	199	183	201	172	200	231	153	2597
2017	219	180	248	137	176	175	159	132	93	128	127	116	1890
2018	103	115	120	111	118	107	130	94	107	140	166	149	1460

7 Year DNA Comparison



WHAT DOES THIS MEAN?

Birchwood introduced a DNA policy at the beginning of 2016 to help decrease the number of appointments that are not attended. In 2018 alone, 1460 appointments were missed, this equates to 243.3 hours of wasted time. Although this is an improvement on the year before by 430 appointments and a further improvement from 2016 of 1137 appointments. last year, this still is an unacceptable amount. The surgery offers a number of ways to cancel appointments so that they may be used by those patients who need them. We would like to remind patients that if you can no longer make your appointment, please call us to cancel and select option 0 to leave a message, alternatively if you use SMS services you can just reply 'CANCEL' to your reminder text.

HOW TO GUIDES

Need help signing up to online services? Fancy getting your prescriptions sent straight to your pharmacy? Birchwood Surgery have made some helpful 'How To' guides which will be available at reception.

How to:

- Sign up for EPS (electronic prescription services)
- Register for online services (booking appointments online etc)
- Sign up for SMS's (text messages)

That's all from for now – see you in April!