

# Heartwood Autumn 2022 Newsletter



Covid restrictions remain in place within the Practice. We continue to ask everyone entering the Practice to wear a face mask. Disposable masks are available at reception if you accidentally forget.

## Staff News

We would like to welcome the following members of staff to our team:

Mr Abid Suleman as our new PCN Clinical Pharmacist, Abid is replacing Mr Shabaz Razi who has decided to concentrate on his career as a community pharmacist locally in Birmingham. Abid will be conducting medication reviews for many of you over the next few months.

We also welcome Macy Abbott as our new apprentice in the reception team. Macy will be learning the role and working towards a qualification in customer service whilst helping answer the telephone and greeting patients on the front reception desk, she is looking forward to working with the team. Macy lives locally and has joined us from 6<sup>th</sup> form at Pingle school.

## IMPORTANT NEWS - INFLUENZA VACCINATIONS 2022

We are pleased to announce that we will be offering influenza vaccinations to patients over 65 years and patients in an "at risk" category aged under 65 years, suffering from the following conditions: Immunosuppression, Diabetes, Chronic Kidney Disease, Chronic Liver Disease, Chronic Neurological Disease, Chronic Respiratory Disease, Chronic Heart Disease and Morbid Obesity, Pregnant ladies, and Carers

We will also offer blood pressure checks, shingles, and pneumonia vaccinations to all eligible patients on the day at our vaccination clinics.

We currently have the following clinics arranged, please use the link sent to your mobile phone to book appointments – please note these links are only valid for seven days from receipt:

Saturday 17<sup>th</sup> September 8.30am – 1pm

Sunday 18<sup>th</sup> September 8.30am-1pm

Wednesday 21<sup>st</sup> September 3pm-6.20pm

Saturday 24<sup>th</sup> September 8.30- 12.30pm

**The Government have informed us that we are able to offer the vaccination to 50–64-year-old patients who are not in an at-risk category but please note we are not able to offer these until after October 15th as we must prioritise over 65s and at-risk patients.**

We will also be offering dates for vaccinations during October 2022 for patients who have not received their vaccination, dates will be confirmed and advertised on our website later.

## Covid Boosters

The next stage covid booster vaccinations will begin in the autumn. NHSE are currently finalising the details and they will be available locally but not via GP surgeries in this area this year. All eligible individuals will be contacted in order of priority to book their vaccination via the national booking service. As the local surgeries are not involved in delivering the vaccines this winter, please await your notification and **do not** contact the surgery as we will not be able to assist you.

## Why do Doctors and Clinicians run late?

We are sure this is a question many of you must ask, and it can be quite frustrating when this happens, and we do understand that. When you are trying to juggle work, family, and home plus multiple appointments we do appreciate how inconvenient it can be to wait beyond your appointment time and we would like to explain why this sometimes happens.

## Arriving late

If a patient does have an appointment with any clinician and they arrive 10 minutes late, it means whether the clinician is an HCA, Nurse, or GP they are already running 10 minutes late. We do not see patients if they are more than 10 minutes late, so please ring us if you are running late.

## **Complex Problems**

Sometimes the medical need of the patient requires more than 10 minutes, these are common occurrences and understandably the clinician does not restrict those patients in need to a 10-minute consultation, either by telephone or face to face. If you do have multiple problems, please ask the reception team to book a double appointment.

## **Urgent Extra Appointments**

Urgent problems happen regularly, and patients need to be seen in an emergency – these are often squeezed in between other appointments, unfortunately it means that subsequent patients in the waiting room, may be seen late.

## **Admissions to Hospital and Liaising with other healthcare providers.**

GPs are part of a larger healthcare team and are often contacted by A&E departments, hospital doctors, laboratories, midwives, health visitors and the list goes on. We do try to arrange these calls after surgery has finished, however in an emergency or urgent situation this cannot wait. When a patient is unwell, they may need admitting to hospital, this involves the GP liaising with the hospital team and may require some emergency treatment by the GP at the practice, sometimes with support from the ambulance crew.

Due to the nature of our work, it is inevitable that we will receive unavoidable emergency telephone calls, requests for help from other staff, emergency consultations and home visits. We ask for your continued empathy and understanding when these situations arise.

## **Appointment data**

We thought you'd be interested to see some of the statistics around appointments. Our team work incredibly hard to deliver good quality care to support our patients. The data for the past year illustrates that over 61,000 appointments have taken place across our GP, Nursing, Pharmacist and Health Coach team. Overall, 88% of appointments were conducted face to face in person, with the remaining 12% by phone or video consultation. This is in keeping with patient choice. Unfortunately, many appointments were wasted due to "DNAs/Did Not Arrive", these make up for around 6 hours per week. Of course the team squeeze in urgent patients or tasks in between, but this isn't the most efficient way of working. We remind patients to contact us in advance if they have to cancel an appointment.

## **Autism Awareness**

Autism can be extremely difficult to diagnose especially in children.

Signs of autism in young children include:

- Not responding to their name
- Avoiding eye contact
- Not smiling when you smile at them
- Getting very upset if they do not like certain taste, smells or sound, for example loud bangs
- Repetitive movements, such as flapping their hands, flicking their fingers, or rocking their body
- Repeating the same phrases

Signs of autism in older children include:

- Not seeming to understand what others are thinking or feeling
- Finding it hard to say how they feel
- Liking a strict daily routine and getting very upset if it changes in any way
- Having a very keen interest in certain subjects or activities
- Getting very upset if you ask them to do anything
- Finding it hard to make friends or preferring to be on their own
- Taking things very literally – not understanding common phrases

Autism can sometimes be very different in girls and boys; autistic girls may be quieter, may hide their feelings and may appear to cope better with social situations. This means autism may be harder to spot in girls.

If you think your child may be autistic you could speak to your GP, a health visitor for children under the age of 5, any other child health professional your child sees, such as another doctor or therapist, special educational needs (SENCO) staff at your child's school. Getting diagnosed can help your child to get extra support they might need. Ask if they think it is a good idea to refer your child for an autism assessment, this is done by autism specialists.

Write a list of the signs of autism you think your child has and ask people who know you or your child well (friends, family, or teachers) if they have noticed any possible signs. A diagnosis can help you understand your child's needs and how you can help your child, get support for your child at school, support for parents and carers such as financial benefits and importantly understand that your child is not being naughty or difficult.

Useful link for information on Autism: <https://www.autism.org.uk>

We plan to undertake an audit of our premises and appointment system to see if there are options to offer more autism friendly options, such as quieter times for appointments, or signage that would help patients.

### **Heartwood Patient Participation Group (PPG)**

All 5 Swadlincote Surgeries form the Swadlincote Primary Care Network (PCN). As part of us working together we are exploring the opportunity of forming a PCN PPG group. The first meeting is due to take place Tuesday 27th September.

If you are keen to get involved, please email the surgery on [heartwood.medical@nhs.net](mailto:heartwood.medical@nhs.net) with the subject title PPG information.