

# A view from Latchford Medical Centre



## Welcome to Your Seasonal GP Practice Newsletter!

### What's new?

In August 2024 we hope to unveil our brand-new consultation room. We have renovated our Practice Managers office into a new consultation room so we can provide more clinics for our patients. This room allows us to host up to 10 additional clinical sessions a week including Practice Nurse appointments, Nurse Practitioner appointments, Paramedic appointments for our minor ailment clinics, Physiotherapy appointments and of course GP appointments.

### What's happening?

Last month we said farewell to Dr Tabai-Iyamu who has successfully qualified as a GP. We wish her luck for a bright future.

In early August we welcome Dr Ogechi Umeadi to LMC. Dr Umeadi is a fully qualified doctor with different clinical experiences focusing on becoming a GP. We are looking forward to her joining our team.

We are taking bookings for our Flu clinics now. Our first clinic starts on Thursday 3<sup>rd</sup> October. Our weekend clinic is Saturday 5<sup>th</sup> October, and we will be vaccinating our care home patients on Monday 5<sup>th</sup> October. We are aiming to vaccinate all our eligible population by Friday 18<sup>th</sup> October to ensure all our eligible population is protected from the flu virus as soon as possible for the winter ahead.

### What's coming up?

In September we will be welcoming medical students from Liverpool University to our team. You might start seeing them during your consultations. They will be supervised by a GP during their appointments. We hope you make them feel welcome.

**Latchford Medical Centre Team**

In each edition of our newsletter, we will introduce you to different members of our Latchford Medical Centre Family. This edition we get to know our GP Partners.



Dr Palmer has worked at LMC since 2004.

Dr Wong has worked at LMC since 2011.

Dr Unwin has work at LMC since 2014.

Dr Davies has worked at LMC since 2020.

Dr Palmer runs our contraception clinics along with Dr Wong and she is leading our research work.

You may also see Dr Wong working at our extended hours clinics in the evenings and weekends.

Dr Unwin runs our minor surgery clinics as well as our learning disability and baby clinics

Dr Davies works with our care homes and is a GP trainer and mentor along with all our other GP Partners.



We are looking to grow our **Patient Participation Group (PPG)**.

A PPG is a group of patients, carers and staff who meet to discuss our service issues, new innovations, and patient experiences to support improving services. Please contact 01925 637508 to join our team.

**Protected Learning Time**

During the next summer months, we have several dates where the Practice will close to ensure our team stay up to date with their mandatory training to ensure they keep abreast of the changes to many clinical pathways and guidelines. Please note that the Practice will be closed from 1pm on the dates below:

- Wednesday 4 <sup>th</sup> September 2024	- Thursday 17 <sup>th</sup> October 2024
- Thursday 26 <sup>th</sup> September 2024	- Thursday 21 <sup>st</sup> November 2024

## Access

Currently LMC use eConsult to access our services. Whether this is to make appointments, request medication or sick notes and communicate with us. We understand that this is not everyone's preferred option but since we initiated eConsult in December 2019 we have been able to significantly increase the number of patient requests we receive daily. We recognise that we still have a lot of room for improvement, but we are working hard to make this service better. Watch out for changes over the coming months.

However, despite these efforts, **156 patients did not turn up for their medical appointments in July**. Where possible, please cancel your appointments. If everyone could let us know when they no longer need Practice Nurse or GP appointments other patients can be seen sooner, which in turn means the next time you need an appointment, you should be seen quicker. We appreciate your cooperation in

### Telephone data report for Latchford Medical Centre - Surgery Connect Report for June 2024

At Latchford Medical Centre we use a telephone system called Surgery Connect. In June 2024, we received a total of 3,166 inbound calls, with an average call waiting time of 1 minute 57 seconds.

We made 2,428 outbound calls and received 4 requests for call backs which were all successful. We appreciate your patience and are continually working to improve our response times.

### Enhanced Access Service

We are pleased to offer additional access to primary care services on weekday evenings, Saturdays, Sundays, and Bank Holidays.

- Booking: Complete an eConsult and asking to book an evening or weekend appointment.
- Availability: Appointments are available at various GP practices during weekday evenings and at all participating GP Practices, Orford Jubilee and Manchester Road Surgery.
- Practices Participating: Brookfield Medical Centre, Lakeside Surgery, Latchford Medical Centre, Stockton Heath Medical Centre, Stretton Medical Centre.

### Enhancements to the NHS App

The NHS App has been redesigned for a more intuitive experience, making it easier to navigate and access your medical records, book appointments, and manage repeat prescriptions. Key updates include a streamlined interface for quicker access to services and comprehensive medical records access, allowing you to view your complete medical history and test results. The app also simplifies appointment management with options for booking and attending video consultations. Additionally, the app offers improved prescription services, enabling you to order and track repeat prescriptions and set medication reminders. A 24/7 symptom checker provides advice on managing symptoms or seeking help, and secure messaging allows for easy communication with healthcare providers.

Download the app and explore these new features today!



The poster features a teal background with three overhead lights. In the top left is the HM Government logo, and in the top right is the NHS logo. The main title 'THINK PHARMACY FIRST' is in large, bold, white letters with a blue outline. A dark blue speech bubble contains the text 'Prescription medicine without seeing a GP for patients in eligible age ranges'. Below this, two columns list conditions and age groups. At the bottom, an illustration shows a pharmacy counter with a pharmacist and several diverse patients, including an elderly man with a cane and a woman with a clipboard.

**HM Government**

**NHS**

# THINK PHARMACY FIRST

Prescription medicine without seeing a GP for patients in eligible age ranges

- Earache**  
1 to 17 years
- Impetigo**  
1 year and over
- Infected insect bites**  
1 year and over
- Shingles**  
18 years and over
- Sinusitis**  
12 years and over
- Sore throat**  
5 years and over
- Uncomplicated urinary tract infections**  
Women 16-64 years

**PHARMACY**

## Population Health Messages

### Sun Safety Awareness

As summer approaches, it's crucial to stay safe in the sun. Here are some tips to protect yourself and your family: **Wear Sunscreen:** Use a broad-spectrum sunscreen with at least SPF 30. Reapply every two hours, especially after swimming or sweating. **Seek Shade** and avoid too much direct sunlight during peak hours (10 AM to 4 PM). **Wear protective Clothing** such as hats, sunglasses, and long-sleeved clothing to shield your skin from UV rays.

### Important Information About Measles

Measles is a highly contagious viral infection with symptoms including high fever, cough, runny nose, and a red rash. Vaccination with the MMR (Measles, Mumps, and Rubella) vaccine is the best way to prevent Measles. It's essential for all children, with the first dose at around 12 months and a second doses before school. Adults unsure of their vaccination status should consult their healthcare provider. Recent outbreaks emphasise the importance of high vaccination coverage. If you or your child have not had both dose of the MMR vaccine, contact the GP surgery to book an appointment as soon as possible and catch up

### Hydration is Key

Staying hydrated is essential for good health, especially in warmer weather. Remember to: Drink plenty of water and aim for at least a couple of litres per day, eat hydrating such as fruits and vegetables like cucumbers, watermelons, and oranges in your diet and avoid excessive caffeine and alcohol as these can dehydrate you.

### Atrial Fibrillation (AF) Detection

Atrial Fibrillation is a heart condition that causes an irregular and often abnormally fast heart rate. A normal heart rate should be regular and between 60 and 100 beats a minute when you're resting. You can measure your heart rate by checking your pulse in your wrist or neck.

**ADVANCE NOTICE** - In future months we will be sending invites out to eligible patients who are over 55 years old and have not already taken part in the Atrial Fibrillation screening.



**Patient Views**

Thank you to those who responded to our Patient Survey earlier this year. We had over 850 responses to our GP survey (11% of our registered patients). We have been working hard behind the scenes with our team and PPG to review your responses and will be publishing the results along with those from the National GP survey over the next few weeks.

In addition to this thank you to those patients who complete our friends and family surveys that we send out after appointments at the end of each surgery. Your opinions matter to us.



In July we had 39 patients respond to our friends and family question:

Would you recommend Latchford Medical Centre to your family, friends or colleagues?

Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
19	6	3	5	5	1

Thank you to those of you who leave us comments. Your praise does not go unnoticed, and we share it all with our team. Your feedback is always reviewed and shared.

Previously a Patient was frustrated that they did not get an appointment with a GP and wondered how sick do they have to be to see a GP?

We receive 100 appointment requests a day (on average). One of our GP partner reviews all the requests each morning and allocates them between all our different colleagues so that our Patients are getting the most appropriate care for their concerns.

We understand that it is frustrating if you want to see a GP, but the truth is our Nurse Practitioners and Paramedics are very well qualified to see our patients with Minor Ailments as well as local Pharmacists. This frees up our GPs to see our Patients who have more complex health care needs.

Finally, thank you for being a valued patient of our Practice. We look forward to continuing to provide you with the best possible care. Best wishes from all the team at Latchford Medical Centre (LMC)