

**CLINICAL TESTS AND INVESTIGATIONS** E.G blood and urine tests ,x-rays, scans.

If these investigations are requested by clinicians at the practice, results will normally be sent to your GP within 7 days. If you hear nothing from the practice this probably means that the test results are normal. However the practice would encourage patients to **ring to confirm that the results have been received**. If further action is necessary (e.g. further tests are needed, medication is required), whenever possible the clinician who ordered the tests will telephone the patient to discuss the results and/or arrange follow up. Patients should be aware that the results of investigations ordered by clinicians other than those at the practice, (e.g. hospital consultants, specialist nurses) **will not be copied automatically to their GPs.** – health trusts differ in their procedures. Patients are advised to request at the consultation that copies of test results be sent to the practice and themselves if required.

### Looking for support or advice regarding your family's health and well being?

Why not go along to the fun day on 29th May 2018!

We bet you didn't know so many charities in the county offer support



**Engaging Communities**

A day of fun activities, information and advice for all the family about your health and wellbeing

**Hereford City Centre**  
Tuesday 29th May 2018

#### What is there to do?

Air Ambulance helicopter experience / meet the emergency services / free police serial registration for your bike / healthy lifestyle tips / health & care advice / Welsh Water information van / 2 Faced Dance Group / arts & crafts / games to try and lots more!

#### Who will be there?

Diabetes Group, Lions Club, BlueBird care, HVOSS, MacMillan, Echo, Falls Service, Music for their Ears, SHYPP, MIND, 2Gether Trust, Breast Haven, Ignite, Wish Halo, Ategi, Hope Support Services, Street Pastors, Healthwatch, Safeguarding, RSPCA, SAFFA, Young People @ Heart, Walking for Health, Expert Patients Programme, Police, Fire Service, Air Ambulance, Parkinsons Groups, Music for Dementia sufferers, Deaf Direct, Good Vibrations, Aroma Naturals and more...

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#### AND FINALLY.....

**A huge thank you** to John Dennis for clearing the snow on the footpath and pavements between the Old Eardisley Rd and the surgery at the beginning of March. This was very much appreciated.



**THANK YOU** for taking the trouble to read this newsletter, which we hope you have found useful.

**The PPG gratefully acknowledge the support of the practice staff, especially April Jones and Katy Lloyd, in the production of this newsletter. Their secretarial and technical support has been Invaluable.**

**Visit [www.Kingtonmedialpractice.co.uk](http://www.Kingtonmedialpractice.co.uk) for more surgery updates and Healthcare Information**

# KINGTON MEDICAL PRACTICE

## PATIENT PARTICIPATION GROUP (PPG) NEWSLETTER

ISSUE 1 SPRING 2018



**Kay Birchley writes...**Now that the practice is on a more stable footing, and in the light of changes in healthcare provision which the Clinical Commissioning Group (CCG) is likely to propose, the PPG have been asked to take a more active part in supporting the practice to develop and improve its services to patients. This we are very happy to do. As a first step we have decided to relaunch our newsletter and this is the first of what we hope will be quarterly publications.

Current PPG members are Kay Birchley, (chair) Eric Smith (treasurer), Joy Boyles, John Dennis, Roger Philips and Sonia Roberts.

To work more effectively we need to recruit 3 additional members **who must be patients registered at the practice**. We'd like the PPG to be more representative of the patient population and ideally would like to recruit patients from one or more of the following groups: parents of preschool and school aged children, minority groups of various kinds, patients having mental health problems, patients having learning difficulties. If you think you might be interested in joining us, please telephone me (01544 230 718) with a contact telephone number so that one of us can call you to give you further details and answer any queries you might have.

A major aspect of the PPG's role is to facilitate communication between the practice and its patients. We feedback patients' views to the practice - letting the practice know what works well for patients, patients' concerns and difficulties experienced and their suggestions for improving the service.

Similarly we aim to inform patients of services available at the surgery and on behalf of the practice to clarify systems and procedures for accessing these services. (See YOU SAID, WE DID).

**In my opinion**, the ethos of the practice has changed considerably since we last issued a newsletter. There is a much greater emphasis on teamwork and collaborative learning, and a genuine desire to improve communication with patients.

Most importantly, I feel that, notwithstanding constraints imposed by the NHS (10 minute appointment times, a "tick box" culture etc.) the practice seeks to involve individual patients much more in the management of their symptoms, treatments and general health. In short, there is a much greater commitment (from clinicians and support staff alike) to the practice and its patients. I do hope this will encourage you to consider joining the PPG.

Sincerely, Kay Birchley



Joy Boyles, Eric Smith and Kay Birchley discuss the newsletter

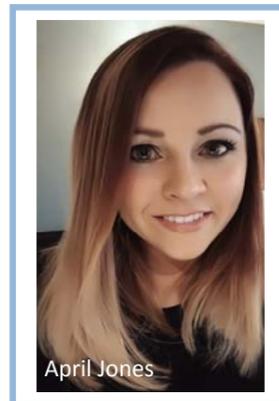
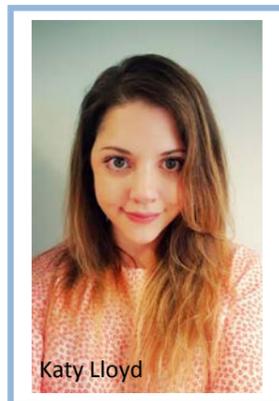
## CHANGES IN STAFF AT THE PRACTICE

### GPs

We are delighted that Dr Parry will be joining Drs Mohammed and McCaffrey at the end of April. Her appointment will mean the practice will then only need to employ locum doctors to cover sickness and annual leave.

### PRACTICE MANAGERS

As from March 2018 Katy Lloyd has been promoted to the post of practice manager, and April Jones is now the assistant practice manager.



### ADVANCED NURSE PRACTITIONERS (ANP)

Sandy Lampitt has qualified as an ANP and now works part of her time with Chrissie Johnson and Jo Williams. The remainder of her time she works alongside the other 5 members of the practice nursing team.

### CLINICAL PHARMACIST

Emma Britnell was appointed to this new post in October 2017. To learn more about her role, see Medication Management section below.

### RECEPTION AND ADMINISTRATION STAFF

Three new members of staff have recently joined the reception and administration team, namely Jayne Morris, Julie Adby and Marie Jones.

## YOU SAID, WE DID

Recently patients have told us of difficulties encountered in getting repeat prescriptions, and of difficulties they have had in getting the results of clinical tests. We discussed these issues with the practice at the March PPG meeting and some changes have been made. Subsequently Kay met with the locum pharmacist at Rowlands, and has spoken with the clinical pharmacist about her role and the broader issues of medication management.

## MEDICATION MANAGEMENT

**Emma Britnell writes..** I have been working at the practice for 6 months in my role as clinical pharmacist.

I've previously worked for Herefordshire Clinical Commissioning Group's Medicines Optimisation Team and as a community pharmacist in Gloucestershire

My day to day role involves supporting the doctors, nurses and dispensary staff with medication queries, answering patient's questions about their medicines e.g. providing information about side effects, reviewing hospital discharge and clinic letters actioning any medication changes and reviewing prescription requests to ensure the appropriate reviews, blood tests etc. have been carried out. I also see patients for annual medication reviews, asthma and COPD reviews and contraceptive pill checks.

### REPEAT PRESCRIPTIONS

**Repeat prescriptions may be ordered;**

**Online.** You will need to register for Patient Access initially, please contact reception to do so.

OR

**By paper prescription.** Paper prescriptions should be left in the box most convenient to you of the following; at the surgery, at Rowlands chemists, at the Steppes in Pembridge, at the central stores Eardisley, at Esco's in New Radnor and the Village shop in Shobdon.

The majority of prescriptions can be dispensed by any qualified pharmacist, and if it is more convenient for you to take the prescription, e.g. to a chemist near your workplace, you have the right to do so. Requests for repeat prescriptions must be signed by a doctor. The practice receives an average of 200 requests for repeat prescriptions per day. Clearly when there are staff shortages this can lead to delays in dispensing.

Patients are advised to allow extra time before collection when there are likely to be extra demands and/or staff shortages e.g. the winter months and national holidays.

### DISPENSING AND COLLECTING MEDICATION

The pharmacist at Rowlands dispenses medication for the majority of patients living in Kington, whilst most patients living outside Kington collect their medication from the dispensary at the surgery. It is expected that patients who regularly come into Kington (e.g. to shop, work or on the school run) will collect their medication themselves, whether from the surgery or Rowlands. Home delivery can be arranged from both Rowlands and the surgery when necessary.

**By Law :** Chemist shops can only give out medication and/or sell over the counter medicines, when a pharmacist is present. Following the resignation of the pharmacist at Rowlands the position has been filled by

locum pharmacists, who tend to live further away and have on occasions been delayed due to traffic and/or adverse weather conditions. Rowlands apologise for the inconvenience and frustration this has caused patients.

At the time of writing the pharmacist's post remains unfilled. Consequently patients are advised to allow 6 – 8 working days before collecting prescriptions, and are very welcome to telephone to confirm their prescription is ready before making the journey into Kington.