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| **JUBILEE MEDICAL GROUP** |
| **NEWSLETTER – SUMMER 2022** |

As detailed in our previous newsletter, we do have a wide range of staff to help you with your health. To ensure everyone receives the best possible service, first time, please be prepared to see another healthcare professional rather than a GP. The GPs aren’t always the best member of the team to help you and the reception team are trained to signpost you to the most appropriate clinician.

**NEW MEMBERS OF THE TEAM**

**Mental Health Practitioner (MHP)**

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| Indranee (PCN) |
| This is new roles that has been recently introduced as part of the Additional Roles and Reimbursement Scheme (ARRS) which in line with the NHS Long Term Plan.  The mental health practitioner can access and draw down on secondary mental health services and help provide a “bridge” between primary care and secondary mental health providers by delivering high quality mental health care in Primary Care Settings. This role is part of the PCN Multi-Disciplinary Team with the intention to work alongside the other disciplines in the community including with Mental Health Trust providers.  Patient presenting with mental health problems will be screened and assigned to the Mental Health Practitioner to carry out an assessment so that to determine the intervention route and to signpost to relevant services appropriately to meet patient’s needs.  **MHP benefits to patients**   * Integrated pathway for patients * Access to specialist mental health support * Reduced waiting times * Prevention of unnecessary referral into secondary care. * Positive patient experience * Offering adequate time listening to patient’s problem /concern * To sign post to relevant services appropriately based on individual patient needs. |

**Pharmacy Technician**

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| Luke (PCN) |
| I am a pharmacy technician, and I have been qualified for almost 8 years. Much of my career has been within various local CCGs and most recently a PCN. I will be working on a lot of medication safety audits, ensuring all the appropriate blood tests and physical monitoring has been completed to ensure the practice are prescribing safely. I will also be helping the practice and PCN pharmacists with their admin workload and hopefully freeing them up to start to see more patients for clinical matters. |

**Children’s Health & Wellbeing Navigator**

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| Rebecca (PCN) |
| My name is Rebecca Harlow, I would like to introduce myself as one of the new Children’s Health and Well-being Navigators. I started this role on the 9th of May 2022 supporting GP surgeries across Longfield, New Ash Green and Meopham.  My role is designed to help improve the care and support offered to children, young people and their families, where the child or young person has a long-term health condition including neurodiversity. My role is similar to a Social Prescriber, I will provide both care navigation and social prescribing support to improve resilience, wellbeing and access to community support.  I will act as the ongoing central point of contact and support for these patients and a link for supporting services and other agencies ensuring they receive robust signposting and make relevant referrals to progress their journey and avoid unnecessary duplication and delay.  I hope you will include the Children’s Health and Wellbeing Service in your Care Navigation Pathway and we can work together to provide the very best possible service to patients.  Rebecca Harlow 07727290205 Rebecca.harlow@involvekent.org.uk |

**Reception Team**

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| Lisa Molly Dawn Tara Tracey Barbara Shetal Jo Bridie Kath Debbie Vicki Julie Karen Diane Angela Julie Lorraine Alex |
| Our Reception Team are the front line of the practice. They have an extremely hard job to try and facilitate all requests from patients whilst following the procedures which are set by the partners and management. Please do not be offended if you are asked to provide information about your problems. Please rest assured that the rules of confidentiality apply equally to all practice staff. A brief explanation of your problem will enable them to suggest the right person for advice, or offer the most suitable appointment. Please help them to help you. |

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| **NHS App Assistance – New Ash Green Village Hall** |
| On the 1st Tuesday of each month staff members attend the Community Hub at New Ash Green Village Hall between 10am-12pm where we assist patients with the downloading and setting up of the NHS app on their preferred device.  This outreach clinic has been well received and is well attended and we have assisted over 150 patients so far.  We hold a booking list and have 25 slots for each Tuesday that we go. We will also happily help patients who come into the surgery as well. |
| **eConsult for Admin Requests** |
| Did you know you can use eConsult for non-clinical queries, for example:   * sick notes * acute prescription requests * referral queries * travel vaccine queries * blood results * registration queries * advice for when you find out your pregnant |

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| **Death Certificate Process** |
| When a person dies at home or in a nursing home, if it is an expected death, in most cases the GP can issue a Medical Certificate of Cause of Death (MCCD). This will be forwarded by email to the Registrar for the death to be registered and a death certificate issued.  A relative or friend can leave their contact details at the surgery and they will be informed when the MCCD has been or is likely to be emailed to the Registrar. You will then be able to make an appointment with the Registrar to register the death.  In some cases, authorisation will have to be obtained from the Coroner in cases where the patient has not been seen by the GP in the 29 days previous to their death. This can then delay the process of completing the MCCD.  If you have any questions following the death of a loved one regarding this process, please contact the Secretaries at the surgery. |

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| **Complaints process** |
| In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact Una Barter, Office & Complaints Manager who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.  When the practice looks into your complaint, it aims to:   * Ascertain the full circumstances of the complaint * Make arrangements for you to discuss the problem with those concerned, if you would like this * Make sure you receive an apology, where this is appropriate * Identify what the practice can do to try and make sure the problem does not happen again   We cannot investigate or respond to complaints or comments made on social media, so please ensure you follow the above process if you have a complaint.  Unfortunately, there have been some personal comments made on social media about individual staff members and this is totally unacceptable. Staff are doing their best to help everyone and it isn’t easy when they and their families see negative comments on social media. This then has a knock on effect with staff sickness and recruitment issues.  If you have a complaint about a particular issue or staff member please follow the above process. |
| Prescription Requests |
| The turnaround for prescriptions is 48 working hours.  It is the patient’s responsibility to ensure that they are requesting their repeat prescriptions in a timely manner to ensure that they do not run out of their regular medications.  To ensure safe prescribing, a decision has been made by the GP partners that any urgent requests for medication will **only** be considered for the medications below:  **Inhalers**- steroid inhaler and reliever (Ventolin)  **COPD Rescue Pack-** 5 day antibiotic and or steroid course  **Antiepileptics**-Carbamazepine, Phenytoin, Lamotrigine, Topiramate Sodium Valproate, Levetiracetam, Lacosamide  **Oral antidiabetics-** Metformin, gliptins, Dapagliflozin, Gliclazide  **Insulin/injectable-** Levemir, Novorapid, Novomix, Humalog, Humalog mix, Victoza, Ozempic  **Angina- GTN spray**  **Blood thinners/Anticoagulants** -Warfarin, Apixaban, Rivaroxaban, Dabigatran, Edoxaban, Clexane, Clopidogrel  **Water tablets/Diuretics -**Furosemide, Bendroflumethiazide  **Transplant medication for transplant patients-** (if normally supplied by primary care)  **Long term steroid therapy-** Hydrocortisone,Prednisolone  **Anaphylaxis auto injectable -** Epipen -similar adrenaline preparations- Jext  **Parkinson’s disease -**Sinemet, Madopar, Stalevo, Co-careldopa  **Palliative care medications-** minimum 5 medications in ampoule formulation  Urgent prescriptions will be sent electronically to the patient’s nominated pharmacy by 5:30pm on weekdays.  If a patient does not have a nominated pharmacy, this needs to be facilitated at their regular pharmacy.  **No other medications will be treated as ‘urgent’**.  The reception team cannot override this decision.  **Emergency supply from pharmacists**  Please note that all patients can obtain a short emergency supply of prescription medications from a registered retail pharmacy. They will need to be seen face-to-face, will need proof of identity and proof that they have received the medicines they are requesting before on prescription. There will be a charge for this as it is not an NHS service. Further information can be found at <https://www.nhs.uk/common-health-questions/medicines/where-can-i-get-an-emergency-supply-of-medicine/>  **Over-the-counter medication**  In line with the latest NHS guidance, we will be phasing out the prescribing of common medication available cheaply over-the-counter in pharmacies unless needed for a defined long-term medical condition. This will include paracetamol, Calpol, medication for diarrhoea and constipation and medication for head lice.  Further information can be found at <https://www.nhs.uk/common-health-questions/medicines/why-cant-i-get-prescription-over-counter-medicine/> |