

# Millcroft Medical Centre Spring 2019 Newsletter

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## Care Quality Commission



The Care Quality Commission will be inspecting the practice on Wednesday 27<sup>th</sup> March. They will be in the practice all day and will be speaking with patients and staff about the practice. There are comments cards in the practice if anyone wishes to complete one. The cards are posted into a sealed box that is passed to the visiting team when they arrive. The full report will be available after a few weeks on line at [www.CQC.org.uk](http://www.CQC.org.uk), on the practice website and in the practice.

## A change in how you collect Controlled Drugs - also Gabapentin and Pregabalin

With effect from 9<sup>th</sup> April, Controlled Drugs will be able to be sent electronically to pharmacists, a real benefit to patients, pharmacies and the practice.

Pregabalin and Gabapentin are being classified as controlled drugs. If you take either of these medications, it will mean that they can only be supplied in quantities of 30 or fewer. Prescriptions over 28 days old cannot be dispensed at the pharmacy.

## Dates for your diary

Diabetes Prevention Week  
Diabetes Awareness Week  
Patient Participation Week

1<sup>st</sup> to 7<sup>th</sup> April  
11<sup>th</sup> to 17<sup>th</sup> June  
3<sup>rd</sup> to 8<sup>th</sup> June



## Upgraded 'phone system

Our 'phone system has now been upgraded, as you'll have noticed if you've had to contact the practice by 'phone recently.



The upgrade means that incoming calls are queued if there are more calls coming in than we are able to answer. Please bear in mind, though, that there are limits to the numbers of calls that can be queued at any one time, and that you may still hear the "engaged" tone if it is exceptionally busy.

You have a number of options to choose from, and we expect that this will help us to manage patients' needs more effectively. One of the changes is that we have restricted queries about results and prescriptions until after 2.45pm.



The system will put you through automatically to the repeat prescription voicemail if you want to order your usual repeat medication, although we would ask you to dial the prescription number independently as you do now (01270 275198). In the same way, you can continue to dial the appointment cancellation voicemail (01270 275199) after the upgrade. Using these numbers rather than the main practice number reduces pressure on the main line, and allows more patients to get through.

We have had some very positive feedback from patients, and the members of our Patient Participation Group all reported at a recent meeting that the improved system made their experience of ringing the practice much better.

## Doctorlink - a new service

We are now trialling a new product called Doctorlink. It is intended to help patients who have internet access to check their symptoms to see what the most appropriate way is of meeting their health needs.



The software has been developed by healthcare professionals, and is a way of helping to advise patients safely 24 hours a day, every day. So:-

- If you are unsure whether to see a GP or not, or want some advice about how to manage your symptoms, this software will help.
- If your symptoms can be treated at home or with the help of your community pharmacist, it will suggest this, and give you advice about how to look after yourself, as well as what any signs to be worried about if your condition changes.

- If it appears from the answers you give that your condition needs hospital intervention, then this will also be made clear to you.

If you want to use the system, just access **app.doctorlink.com** and you will be able to get going.

Your first step is to register - the software guides you through this. You will be guided through the process of registration, and can then start to answer the questions about your symptoms.

The information you enter can be saved to your medical record if you wish. If the software says that you need to make an appointment, the information will be passed to the practice.

There are some frequently asked questions on our website.

We know that this system won't be useful for everyone, but we feel sure that some patients will find it helpful.

### **Dropping off samples at the practice**

It is vital that we have all the information we need if you drop off a sample at the practice. Without full details, there is a very real risk that the sample will not be processed and have to be repeated.



There is a box for leaving these samples, but we **must** have full details.

We need:-

- **A form with the sample** - this will generally be the form that the doctor or nurse has given you. If you don't have a form, please ask at reception to see whether a form has been left for you.

If there is no form, then please complete one of the forms by the sample box. The forms explain why the test has been brought in, and without that information, the lab will not be able to process the sample.

- **The time and date** that the sample was collected. This should be written on the label on the pot.
- **Your contact details** in case there is a problem with the test. You may think that the details on your record are up to date, but it's surprising how many patients change their address or 'phone number (especially mobile numbers) without letting the surgery know.

### **Why do we ask why you need an appointment?**

You will no doubt be aware of the pressure that the NHS is under, and Primary Care (GP Services) is no different. We

know that sometimes patients who ask for a GP appointment really don't need to



see a doctor. This might be because someone else could better help with their needs (community pharmacy, practice pharmacist, nurse, physio etc), because their symptoms should be managed at home with some advice (self-care) or because their symptoms are serious and need to be dealt with at the hospital.

If you ask to see a doctor following on from test results, or to review a condition, the doctor may have already left instructions in your record about the next steps. It is usually best to discuss the results of a test with the GP who requested it. If you need to see a nurse, then we need to find out exactly what service you require as we have a large nursing team, and we must make sure that you are booked in with the right person for the right amount of time.



All this means that we have to know a bit about why you are asking for an appointment.

All of our Care Navigators work under a duty of confidentiality, which means that they will only ask for the information they need to do their jobs properly and will only pass it on to anyone in the practice providing you with care. They have all had training in their roles, and this will continue. So, we hope that you will feel happy to give some brief information when you are asked for it.

### **Half-day closure dates for 2019**

Tuesday	30 <sup>th</sup> April	Tuesday	24 <sup>th</sup> September
Wednesday	22 <sup>nd</sup> May	Wednesday	23 <sup>rd</sup> October
Thursday	13 <sup>th</sup> June	Tuesday	19 <sup>th</sup> November
Tuesday	16 <sup>th</sup> July		

There are no half-day closures in August and December.

### **Useful contact information**

Millcroft Medical Centre - appointments, enquiries etc -	<b>01270 275200</b>
Appointment cancellation voicemail (24 hours) -	<b>01270 275199</b>
Repeat prescription ordering voicemail (24 hours) -	<b>01270 275198</b>
General medical advice about a problem that is not immediately life-threatening -	<b>111</b>
Website -	<a href="http://www.millcroftmedicalcentre.nhs.uk">www.millcroftmedicalcentre.nhs.uk</a>
Leighton Hospital -	<b>01270 255141</b>
NHS health information -	<a href="http://www.nhs.uk">www.nhs.uk</a>