

Maple



View

Medical Practice

Newsletter Spring 2015

Spring update:

Introducing the team – we are in the process of collecting photographs of all of our Maple View clinicians so that we can create a display on the ground floor.

Doctor C McGregor has now returned to Maple View after spending some time working at St Stephen's Surgery. As many of you will already know St Stephen's and Maple View merged on 1st April 2014. We also now have two salaried GP's who are permanently based here: Dr Matt Jordan and Dr Helen Ray.

Dr Richard Burling and Dr Simon Parkinson are both partners in the St Stephen's Medical Partnership and

they will be working across both sites during the coming months.

We are pleased to welcome a new Phlebotomist – Stephanie and we will shortly be joined by a new Practice Nurse. Georgina and Michelle will also be continuing to provide Practice Nurse services here.

Challenges to General Practice by the LMC

DID YOU KNOW THAT...?

- Your General Practice gets paid £73 a year for looking after you: less than pet insurance.
- Not all GP Practices in the Country provide the services we do here in Worcestershire since many of these jobs are not in our contract. (You may be surprised which services these are). Here are a few examples:

Taking blood
ECGS (heart traces)
Taking cervical smears

- The average patient sees their GP 8 times a year but the money's the same however many times you visit.
- There were 340 million GP consultations last year, up from 300 million 5 years ago.
- There were only 22 million visits to A&E.
- General practices do 90% of the work in the NHS on 7.4% of the budget.
- 10 years ago it was 10% of the budget.
- Your GP is being asked to do more and more work for hospitals because they are under pressure too.
- Successive governments have given us more paperwork so less time to spend with patients.

- Our hours aren't 9–5 but 8.00–6.30 and most of us come in early and stay late.
- 6 out of 10 GPs are planning to retire before they are 65 and 1 in 4 is already over 50.
- Not surprisingly fewer young doctors want to be GPs. Locally we have problems recruiting new GPs.

SO...

If you read in the newspapers that we only want extra money for ourselves please don't believe it. All we want is more time and less interference so that we can get on with what we have been trained to do, to help you and your families **get well, keep well and stay well.**



**when it's less
urgent than 999**

How the NHS 111 service works

Calls to the NHS 111 service from landlines and mobile phones are free and the service is available 24 hours a day, 365 days a year to respond to people's healthcare needs, when:

- they need medical help fast, but it's not a 999 emergency;
- they require urgent medical assistance which cannot wait until the surgery re-opens;
- they don't know who to call for medical help or don't have a GP to call;
- they think they need to go to A&E or another NHS urgent care service; or
- they require health information or reassurance about what to do next.

Calls to NHS 111 are handled by a team of highly trained call advisers, supported by experienced clinicians. Using an appropriate clinical assessment system,

questions are asked to assess callers' needs and determine the most appropriate course of action without the need for re-triage.

This includes ambulance dispatch, referral to a service within the NHS, referral to an alternative service, and information advice and reassurance including self care.

PATIENT PARTICIPATION GROUP

Maple View has a patient participation group that meets quarterly. The aim of the group is to create a communication link between the practice and its patients by providing a forum for constructive discussion in areas such as health promotion, education and topics determined by the needs of the community. If you would like to be involved in this group please leave your name and contact details with the receptions staff.

ELECTRONIC PRESCRIPTION SERVICE

Electronic prescribing has arrived at Maple View!

The Electronic Prescription Service is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

What does this mean for you?

- If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.
- You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.
- You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

Is this service right for you?

- Yes, if you have a stable condition and you:
- Don't want to go to your GP practice every time to collect your repeat prescription.
- Collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be if you:

- Don't get prescriptions very often.
- Pick up your medicines from different places.

How to use EPS

Ask any pharmacy or dispensing appliance contractor that offers EPS to add your nomination for you. You do not need a computer to do this.

You can change your nomination or cancel it and get a paper prescription at any time. Speak to your pharmacist or GP practice.

ORDERING REPEAT PRESCRIPTIONS VIA EMAIL

Did you know that you can order your repeat prescriptions via email? Simply send your request to: mv.prescriptions@nhs.net

PRACTICE WEBSITE

Why not visit the practice website for the most up-to-date information? You can visit us at:

www.mapleviewmedicalpractice.co.uk

Get Involved!

Would you like to contribute to any future issues of this newsletter? We would welcome input from a patient's perspective. Please contact Judy Langford, Assistant Practice Manager.