

# Welcome to our First Issue of the Standish Medical Practice Newsletter!

OUR NEW QUARTERLY UPDATE KEEPING YOU ALL INFORMED ABOUT OUR SERVICES AND HOW WE CAN HELP YOU



## CURRENT ACCESS

In March 2020 our appointment system changed overnight. Welcomed by some, it has been found challenging by others and led to much debate, particularly on social media. We are using a system called AskmyGP to allow us to triage queries prior to offering an appointment with one of our clinicians. This allows us to identify the most urgent queries quickly and to allocate all queries to the most relevant person to help.

## WE HAVE ALWAYS BEEN OPEN

We have offered face to face appointments and home visits throughout the pandemic and this will not change. We are merely able to work smarter now with the technology available to us to deal with some queries remotely as well. Many straightforward or follow up matters can be dealt with safely over the phone or through a messaging system. AskmyGP is secure and any information you enter into it remains completely confidential.

## GET HELP

We ask patients to log queries through AskmyGP at our website [www.standishmedicalpractic.nhs.uk](http://www.standishmedicalpractic.nhs.uk) between 7.30 and 10.30am Monday to Friday. Anyone unable to do so can ring the practice on 01257 421909 and a Receptionist will help you. Emergency queries can be phone through at any time during our working day. Requests are all read and triaged by a clinician on the day they are made and we aim to respond to all routine queries within 72 hours.



## 2020 FAREWELLS!

During the pandemic we said goodbye and happy retirement to two of our treasured colleagues.

## Dr Hall and Dr Shackleton Retire

After almost 80 years serving the NHS between them, with 35 of these spent at Standish Medical Practice we said goodbye to our fabulous partners and friends, Dr Hall and Dr Shackleton. We wish them all the best for their well earned retirement and are so grateful to them both for the amazing example of commitment and compassion they have set for the doctors continuing to represent Standish.



## WE HAVE ALSO SEEN OTHER SPECIAL PRACTICE STAFF GO

JULIE, KATH, SANDRA AND CHRISTINE HAVE RETIRED AFTER A TOTAL OF 70 YEARS ON OUR PRACTICE TEAM!

PATIENTS AND STAFF WILL MISS THEM ENORMOUSLY.

WE WISH THEM EVERY HAPPINESS FOR THEIR RETIREMENT.



## FLU 2021

IT IS THAT TIME OF THE YEAR ALREADY

We are proud to be able to offer all our eligible patients their flu vaccination in practice again this year.

Our first all day flu clinic will be running on Saturday 25th September 2021 for all those who will be aged 65 or over on 31<sup>st</sup> March 2022. Other availability will be offered for those unable to make this clinic day at a later date.

On Saturday 16th October we will be running a similar all day clinic for all patients aged 50 or over on 31<sup>st</sup> March 2021.

Please call the surgery on 01257 421 909 to make your appointment at these clinics.

Nasal flu clinic appointments will also be offered soon for high risk children. Those attending nursery or school will be eligible through their care or educational provider. There is no need to book an appointment in these cases.

## COVID BOOSTERS

High risk patients and NHS and Social Care Workers are now receiving invites to book their COVID-19 booster vaccination. These are for patients who have had their second COVID vaccine at least 6 months ago. You can book these after receiving an invite for an appointment by phoning the GP Alliance on 01942 807 780. Please do not call until you have been notified that you are eligible to do so.

Currently there is no definite plan to arrange for patients to have both the flu and COVID vaccinations on the same day and so we would urge you to ensure you are doubly protected where eligible by attending appointments for these.

Clinics are also still running regularly at Robin Park for eligible patients who are yet to be vaccinated. Go to our Facebook page 'Standish Medical Practice' to get the latest updates.

## OTHER PRACTICE NEWS

### PRACTICE TRAINEES

The surgery has been a training practice since 2012 and prior to that we were an educational placement for medical students from Manchester University. We currently have five junior doctors in post. These doctors are all fully qualified and are working under supervision until they achieve their final training requirements. All their work is supervised by a GP Partner and so any appointment offered to you with a Foundation Doctor or GP Registrar should be accepted with confidence. They have the advantage of longer appointment times and so are able to respond to more complex needs and concerns.

We also have a trainee Advanced Nurse Practitioner in post who is approaching the end of her supervision and works under the same level of supervision.

## HOT CLINICS

Much to the frustration of our clinicians as well as many patients we remain unable to review patients in surgery who have potential COVID symptoms. These include cough and fever which obviously are very common at this time of the year and often due to other causes. Anyone needing advice about these symptoms will get it from us if they request it, but any patient felt to require physical examination will need to be referred by us to one of Wigan's local 'Hot Clinics' where they will be assessed further by another GP and if needed offered an appointment at the site or a home visit. We appreciate that many patients find having to travel further to be seen a frustration and we share this with you - Sadly this is how we have been advised to continue working currently to optimize safety for other patients and the practice staff.

## PHONE LINES

Unfortunately, there have been frequent problems with our telephone lines which have led to long waits in hole for patients, patients being cut off before a call is answered and sometimes the service going down altogether. We are so sorry that our service has not been better for you and have fed this back to Wigan Borough CCG who provide this phone system to many practice in the Wigan area. We have been assured that this is being looked into urgently and all efforts are being made to improve the service as soon as possible.

## FACE MASKS IN SURGERY

Currently we still ask all patients attending the surgery to wear a face covering. This is in line with other NHS providers and is important to protect other vulnerable patients who may need to attend the surgery as well as the staff who are dealing with large numbers of patients face to face each day.

## ANNUAL REVIEWS

As of 1<sup>st</sup> April 2021, the Practice have started the process of moving patient's annual review (e.g. for Diabetes, Heart Disease, Asthma etc) to the birth month of each patient. This may mean you are called for your review a little earlier or later than you were expecting. Please do not worry about this. Your medication is still being monitored and any patient requiring an appointment as a priority outside of these arrangements will still be called for. We are offering face to face appointments to those who need or prefer this but telephone reviews can also be offered for those able to send in any physical measurements (e.g. blood pressure, pulse, height and weight) from home. Additionally, we are asking many Asthma and COPD patients to complete a questionnaire via text message to assess control. This may mean that you are not required to attend for a face to face review so please make sure you do your best to answer the questionnaires for us where possible.

## BLOOD PRESSURE CHECKS

For patients who are due a blood pressure check we have a blood pressure machine in place in the surgery for you to drop in and use. Please ask the Reception Staff how to access this. You can record your blood pressure privately in our designated room as well as your height and weight. These measurements can then be recorded by you and the readings handed in at our Reception Desk. This means you may not need an appointment with the nurses as you usually do.

## ELECTRONIC PRESCRIPTIONS

If you have not already done so, we recommend patients sign up for this service. If you contact your nominated pharmacy they will add you to the system so that whenever you request a prescription it will be sent electronically to the pharmacy for you to collect, meaning there is no need for you to attend the surgery to collect a paper copy first. You can also ask your pharmacists to deliver to your home if this is needed.

If you do not already have access to online prescription ordering and would like to use this service then please telephone the surgery. We will require your email address. The receptionists will then be able to create an account for you and email the log in details and registration processes to you.

You can also request to act as proxy for relatives and dependents that you care for using patient access. Please ask the receptionists for further details.

## NEW IN PRACTICE SERVICES

First Contact Physiotherapist - Helena (Physiotherapy)

Community Link Worker - John (Social Issues)

Healthy Routes Advisor - Olena (Weight Management, Smoking Cessation, Lifestyle Advice etc.)

Domestic Violence Drop-in Service Tuesday Afternoons 1-3pm with Karrie - Please ask to see her at our Front Desk

## CAR PARK

As the surgery continues to offer more face to face appointments the car park is becoming increasingly busy. Please be aware that the limited number of on-site spaces are reserved for the disabled or parents with small children and we would ask all other patients to find somewhere else to park. The throughfall of traffic is a risk to pedestrians and vehicles on site. We have recently risen this issue with our landlords again having had no support previously to improve safety and access. We apologise that we cannot offer parking for all.

## OUR GROWING VILLAGE

We all know that Standish is expanding at a significant rate. Our practice population now stands at just over 13,000 patients having been around 10,000 10 years ago. This sadly has come without there being an equal rise in the number of Full Time Equivalent GPs. As a result, we have taken on more staff of other disciplines and things that may have once been thought to require the skills and expertise of a GP can now actually often be dealt with other trained members of our team. We attach a list of our practice team which has grown so much over recent years.

<b>GP Partners</b>	Dr Nadia Ghalayini, Dr Andrew Cross, Dr Sadia Alam
<b>Salaried GPs</b>	Dr Rebecca Lund, Dr Mark Ngu, Dr Greta Gregory, Dr Rebecca Atherton
<b>Locum GP</b>	Dr Edel Anthony
<b>Trainee Doctors</b>	Dr Prelador Akanagbou and Dr Zohn Swue (GP Registrars) Dr Matthew Fieldhouse, Dr Stephen Marsh, Dr Grace Allport (Foundations Doctors)
<b>Advanced Clinical Practitioner</b>	Victoria Browne (Nurse Manager)
<b>Advanced Nurse Practitioners</b>	Tracy Pardoe, Joanne Booth (Trainee ANP)
<b>Practice Nurses</b>	Nicola Myers, Elaine Peet, Trudie Abbott
<b>Health Care Assistant</b>	Elizabeth Freeman
<b>Pharmacist</b>	Lyndsey Lonsdale, Krupesh Patel
<b>Practice Management</b>	Jayne Johnson (Practice Manager), Joanne Clark (Deputy Practice Manager) Lisa Bentham (Reception Manager), Ann O'Brien (Accounting and Finance Manager)
<b>Secretaries</b>	Maureen, Michelle, Carole
<b>Administrative Staff</b>	Susan, Suzanne, Toni, Julie Hanson
<b>Reception Staff</b>	Amanda, Julie, Kimberley, Lesley, Sharon, Diane, Sara, Rachael
<b>Prescription Clerk</b>	Lesley
<b>PCN Pharmacist</b>	Jennifer
<b>PCN Pharmacy Tech</b>	Joanne
<b>PCN Physiotherapists</b>	Helena, Nathan



## PRACTICE CHARITY 2021

For 2021 the practice team voted to support Dementia and as a result we have been organizing some in house events to raise some money for Dementia UK and the Alzheimer's Society. We have attached some photographs below of some of the fun we have had in supporting these great causes and we have raised over £300 in house over the last few months - Please visit our Facebook page for more details.

