

YOUR LOCAL PATIENT PARTICIPATION GROUP

- Contributing to the continuous improvement of services

- Fostering improved communication between the practice and its patients

- Helping patients take more responsibility for their health

- Providing practical support & help to implement change

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CONTACT US

If you have ideas, suggestions or questions of your own then the Radcliffe Surgery Forum would like to hear from you. You can contact the RSF at either the Reception Desk or via the Suggestion Box both to be found in the surgery. Alternatively you can contact us via the website Patient Group page:

www.radcliffeontrenthealthcentre.co.uk



Radcliffe Surgery Forum

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Health Network Event: Saturday 19th May

In collaboration with Principia Rushcliffe NHS, the RSF is organizing a health network event in the village: **"A Healthy Journey: Beginning Well, Living Well, Ending Well"**. The aim is to consider some of the health choices patients face throughout their lives and to open discussions and address any questions that patients may have. The focus for the Speakers invited will be to present on a healthy journey through life with emphasis on:

-Beginning Well: Vaccinations & Immunisations

-Living Well: Screening for Health

-Ending Well: End of Life Care



Primarily the format of the program will be to raise awareness on these topics and to better inform patients so that if necessary then they are able to continue their discussions with their family and health providers accordingly.

In addition we aim to make it as interactive as possible and there will be a fun quiz to participate in. For those who may require further information on these topics then there is an opportunity at the end to network with the exhibitors also present, and the speakers themselves.

Do keep a look-out for more information on this event as it approaches and we hope that you can join us on the day.



Village Carnival: "Ready, Steady, Go"



Radcliffe on Trent village carnival is being held on **July 14th** & the Radcliffe Surgery Forum will be once again supporting the event. Why not come along and meet some of the committee members and find out more about RSF and how you too can get involved.

While the committee members give their time free of charge and the costs of running the committee are small, we will however be trying to raise some funds to cover our administrative costs.

By popular demand we will once again be selling homemade samosas and onion bhajis and running some fun quizzes for all to participate in. Why not come and find us and join in the fun.



New Faces at the Surgery



Dr Mandeep Mandhar is the recent GP to join the partners at the surgery, replacing the retired Dr Gill Thompson. Dr Mandhar graduated with honours from the University of Birmingham in 2006. Following house jobs in Herefordshire and Birmingham he joined the Nottingham GP Training Scheme, from which he graduated in 2011. During this time he spent several months working at Radcliffe-on-Trent Health Centre as a registrar. He joined the practice as a partner in February 2012.

In addition to Dr Mandhar, the next time you contact the surgery, you may notice there are two new receptionists who have also joined the team. A warm welcome goes to all the new members of the health centre.

Behind the Scenes: A look at the workings of our Health Centre

Some of you may have wondered what exactly goes on behind the scenes at the health centre and **Lyn Toon**, an RSF committee member, investigated this. Here is the first part of her report with the second part to follow in the next edition of the Newsletter.

Radcliffe on Trent Surgery is a very busy GP practice, with over 8,000 patients, mostly from Radcliffe, but also some from other villages, which fall within the catchment area for the practice.

At present there are 5 GP Partners, 1 salaried GP and 2 GP Registrars.

The Surgery usually has one or two Registrars at any one time, for anything from four months to 2 years depending on their individual training schemes. Dr Patel is the GP trainer for the Practice, a role which he greatly enjoys. From time to time the surgery may use a locum GP to cover holiday or sickness if it is needed.

Supporting the GPs are 13 admin staff, doing various tasks. Ken Johnson is the Practice Manager, Elaine Hughes is Reception Manager. Then there are 7 receptionists, 2 secretaries, 1 notes summariser and one staff member whose job is to process repeat prescriptions, which I will talk about later.

Three practice nurses and a health care assistant complete the surgery team with the services of an NHS phlebotomist available to patients 2 days a week. The District Nurses and Health Visiting teams are also based at the surgery.



The first task of the day for the admin team is to switch on computers and check the appointments available for the day. The phones also need to be switched back from the 'out of hours' service (NEMS). Any calls handled by the 'out of hours' service are faxed

through to the surgery and looked at prior to the start of surgery to check whether anything needs immediate attention.

The surgery opens at 8 a.m. and admin staff usually arrive around 7.45 a.m. The surgery has appointments from 7 a.m. on Tuesdays and Thursdays but these need to be pre-booked in advance – not on the day.

The main task of the early morning is answering the telephone to book appointments and also dealing with patients at the desk. There is often a queue of people once the doors are open. The staff alternate answering the telephones and dealing with the queue to ensure that everyone gets the same chance of securing an appointment. Most of the admin staff help at this time as it is so busy, you could say hectic!



Each day there is designated doctor on-call and he or she deals with the urgent calls that may need immediate attention. This could mean the doctor has to make a home visit during his or her surgery but thankfully this doesn't happen too often.

A triage system is also in place on Mondays and Fridays, as these can be the busiest days. Anyone needing to see a GP when all the appointments are taken will be phoned by a doctor to ascertain whether their problem needs to be dealt with that day or can be helped by other means i.e. telephone advice or a prescription etc. The GPs will book the appointment or take the appropriate action themselves rather than be booked by the admin staff.

The staff do try their best to accommodate everyone, but with the best will in the world this is not always possible.

The triage system allows more people to be helped on busy days.

Requests for home visits are triaged by the on-call doctor and are entered into a visit book once they have been agreed. All the doctors share the home visits.



The telephones ring constantly throughout the day with requests for appointments, prescriptions, visits, results etc. The staff do their best to answer the phones as soon as possible but are also engaged in the other admin tasks they have to fulfil, so have quite a hectic working day.

There is a large volume of correspondence to deal with, both through internal post from the hospitals, and via Royal Mail. When the doctors have finished morning surgery they review the mail, pass onto the nurse anything that needs entering onto the computer, then Julie and Tracy scan the letters and other documents into the patient record on the computer.

The afternoon staff are kept busy with more phone calls, plus their admin jobs, and it carries on like this until the end of surgery which is around 6.30 p.m. There are always calls at the last minute, so one of the late staff members works till 7 p.m. and often later.

The building has to be locked and checked at the end of the day making sure it is secure and the phones put over to the 'out of hours' service for the night. The work varies from day to day, and the staff like this aspect of their job, as no two days are the same.

Read the second part in our next edition of the Newsletter.

