

# Marine Avenue Medical Centre Newsletter - Summer 2019



*Welcome to our new Summer newsletter.*

The aim of the newsletter is to keep patients updated with any relevant information relating to the practice and healthcare services in the local area.

## Opening hours

|           |                  |
|-----------|------------------|
| Monday    | 8.20am – 6.30pm  |
| Tuesday   | 8.20am – 6.30pm  |
| Wednesday | 8.20am – 6.30pm  |
| Thursday  | 8.20am – 6.30pm  |
| Friday    | 8.20am – 6.30pm  |
| Saturday  | 9.00am – 12.00pm |

Telephone lines open at 8am on a weekday morning. **Please note the telephone lines close for lunch Monday – Friday between 11.30am and 1.00pm.** The telephone lines are not active on a weekend.

## Team news

Dr Waggitt is currently on maternity leave and we look forward to welcoming her back in the early autumn.

Our current GP locums are Dr Patel and Dr Jackson.

We have a new registrar, Dr McKelvey starting in the middle of August, who will be with us for 6 months.

We would like to introduce patients to our new Advanced Nurse Practitioner - Gill Elder. Although Gill has worked at the practice on Saturdays, she will now have clinics throughout the week. Gill will have routine appointments as well as urgent appointments which will be used by the on call doctor.

## Current Staff List

### Doctors

Dr Dunn  
Dr Robson  
Dr Scott  
Dr Waggitt

Dr Patel  
Dr Jackson  
Dr McKelvey

### Nursing Staff

Helen Wilson  
Julie Carruthers  
Gill Elder

### Pharmacists

Mohammed Ali  
John Sherwood

## Did not attend appointments

So far in 2019 there have been **499 did not attend appointments**.

This means valuable appointments have been wasted with our GP's or nurses.

We are currently experiencing a high demand for routine appointments with a GP. If you are unable to attend your appointment please can you let the administration team know so somebody else is able to take the appointment.



## Extended Hours Hub Appointments

*Need an evening or weekend appointment?*

TyneHealth [North Tyneside's GP Federation] provides patients registered in North Tyneside with the opportunity to book appointments in local Extended Access GP Hubs.

The appointments are provided by local doctors and nurses who work in North Tyneside GP practices and they will have full access to your medical record.

The Extended Access Hub operates:

**Monday to Friday 16:00 – 20:00**

**Saturday 09:00 – 14:00**

**Sunday 09:00 – 13:00**

## Bank holidays 09:00 – 13:00

Appointments can be booked by contacting your own GP practice or via the TyneHealth Extended Access Hub number **0191 486 2195 when your GP surgery is closed.**

Hub appointments are held at GP practices across North Tyneside such as the *Battlehill Centre, Shiremoor Resource Centre or Priory Medical Group in North Shields or Tynemouth.*

Please note that opening times and services offered at different venues will vary. Please also note **this is not a Walk In service** and that appointment times and availability may vary. Patients will be given an appointment at the most convenient location for them and the administration team will inform you of the location when booking the appointment.

### Triage system at the practice

Urgent Appointments are released by the system each day to ensure that patients can be seen on the same day if they are seriously unwell. We would like to stress that these appointments are only for patients who are very poorly and feel they need medical assistance that day.

These appointments are allocated by the GP via the triage system. If you feel you need to see a GP on the day please phone the surgery at **8am** where the reception team will take some details and a brief summary of your symptoms. This information will be put to the GP and either the GP or another member of the healthcare team will call you back.

Based on your symptoms the GP will offer you a time to come down to the practice on the day or if it is not urgent to be seen immediately you will be offered the appropriate appointment within the time frame the GP feels is appropriate. This could be in 24, 48, or 72 hours.

We may also have some urgent appointments with our practice nurse or pharmacist. **Please note we cannot guarantee which GP you will be seeing for an urgent appointment.**



## GP Availability

Unfortunately we cannot guarantee that you will be able to see your chosen doctor at times. All of our GP's are able to access your medical notes and any information from consultations will be stored on the system for the next clinician.

Whilst we are aware that patients may have a preference when it comes to seeing a GP, we would like to remind patients that some of our GP's are only part time and also work on-call, which means they have very limited availability.

We would kindly ask patients to consider taking the next routine appointment offered to avoid any risks to health or delays in treatment.

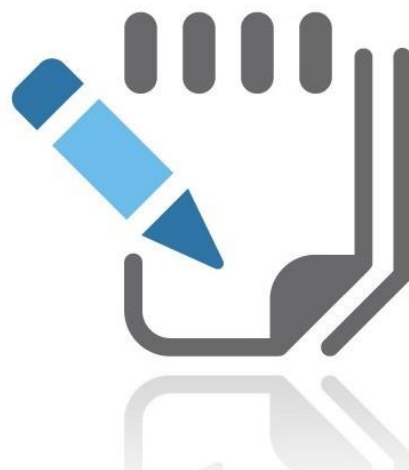
## Medical and insurance reports

Whilst every effort will be made to complete these reports within 8 weeks, there may be times when this deadline is not achievable due to various circumstances such as staff leave or the amount of information required from the report. We operate a queue system and will try to stick to this system wherever possible.

Due to staff sickness and leave over the past few weeks, we currently have a backlog of reports which is creating a delay in patients receiving their completed reports.

We apologise if patients are kept waiting and hope that patients can understand the demand on GPs at the moment and that these reports must be completed outside of NHS time.

We appreciate your patience and if you have not heard anything after 8 weeks please do not hesitate to contact us for an update.



## Marine Avenue Patient Participation Group (MAPP)

### **We need you!**

*Do you want to make a difference to your practice?*

*Do you have any ideas that you feel could improve the way the practice works?*

The Marine Avenue Patient Participation Group (MAPP Group) allows patients and members of the practice to come together to discuss possible ways to improve the practice and to create new ideas and discuss any issues.

The group is a great way for patients to be kept up to date with changes and future plans at the practice and to provide feedback on the services and the practice as a whole.

The group is run by a small number of friendly volunteer patients and members of the practice. The group usually meets every couple of months at the practice and meeting times are flexible to suit the needs of the group.

All patients are welcome to join the MAPP group and we would encourage anyone who is interested to contact the administration team and ask for further information.

The next meeting will be **on Wednesday 18th September at 4.00pm** – if you would like to attend please let the administration team know and we will pass on your details to the group!



## **Virtual Membership of MAPP Group**

*Do you want to join the group but may be unable to make some meetings?  
If so, why not become a virtual member?*

This means you would be a member of the MAPP group and would receive communication from the group and the practice regarding the progress of the group and updates from meetings.

You would be invited to complete online surveys from time to time on behalf of the practice and the group.

If you did want to contribute to the group then you can choose to attend meetings.

**If you are interested in becoming a virtual member please contact the administration team or email your full name and email address to [ma87008@nhs.net](mailto:ma87008@nhs.net).**

You can also contact the group directly by emailing members Jon or Sylvia. Their details are as follows:

Sylvia – [savanna@talktalk.net](mailto:savanna@talktalk.net)

Jon – [jonianroutledge@gmail.com](mailto:jonianroutledge@gmail.com)



## A day in the life of:

### **A GP Receptionist**

#### **8.00am-11.30am – Main Office**

The phone lines become active at 8am although we come into the practice earlier than this to make sure we are always ready at our desks waiting for the phone lines to come on!

We usually take calls for the triage list at this time and it usually isn't long until triage is full for the day.

The doctor on call will call back patients on the triage list and will offer patients a GP or nurse appointment if they feel it is necessary.

Sometimes patients will miss the triage call and we spend a large majority of time trying to arrange for the doctors to call back, this can be difficult especially if the doctor is already in clinic.

We receive a high amount of other telephone queries and the phones lines are always busy throughout the morning.

#### **11.30am – 1.00pm – Receptionist**

The phones are switched over to the lunchtime emergency line at 11am which means only emergency calls should come through to us. We do still get the occasional non-urgent phone call which can take up time and also means the lines are busy if an emergency call is trying to get through.

We use this time for administration work and to complete tasks which cannot be done when the phone lines are on.

We process the prescription requests from the prescription line. Sometimes we can have 30+ messages waiting at the end of a morning so we need this time to concentrate and make sure all medication queries are dealt with.

The doctors use this time to complete some of their admin work as well as go out on home visits.

We also complete tasks which are sent to us by the GPs, nurses or pharmacists. We often need to telephone patients or even other surgeries or hospitals to track down information. We also try to use this time to scan on all

of the mail that we receive as well as respond to emails and chase up queries from the morning.

There are also many other tasks which some receptionists are responsible for such as insurance and medical reports, scanning on paper records or deducting patients who have moved surgery. All of these tasks can be quite lengthy and often it feels like there are not enough hours in the day!

### **1.00pm – 6.30pm**

When on reception we are the first point of contact at the surgery. The main receptionist is responsible for checking in patients for their appointments, arranging new appointments, processing handwritten prescription requests as well as answering the many queries which come in throughout the day!

We also have patients come in to register or have online access or prescription queries.

The post is delivered to reception and it is the responsibility of the person working on reception to ensure the post is opened, dated and sorted. We have to read through each letter to ensure nothing urgent is missed!



### **6.30pm**

Typically we lock the doors at 6.30pm however this depends if all of the patients have left for the day as sometimes the doctor may overrun or the doctor on call may need to see a patient urgently at the end of clinic.

Sometimes we receive calls in the afternoon requesting home visits for patients – this can be difficult to manage as the doctor may have already started their afternoon clinic or completed their triage. This why we try to encourage patients to request home visits in the morning where possible!

If a doctor needs to visit a patient and have already started their afternoon clinic – they tend to visit in the evening which can be anywhere from 6.30pm onwards.

Once the front doors are locked we stay in the admin office completing queries and tasks from the afternoon as well as processing the afternoon prescription requests on the prescription line.

Sometimes the doctors may ask us to complete certain tasks or they often need to stay behind themselves to complete their own admin work.



## Summer Wordsearch

Can you find the words relating to health and summer?

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| H | N | S | U | N | G | E | C |
| A | E | E | T | U | F | Y | H |
| P | I | A | Y | D | Y | V | E |
| P | T | N | U | R | S | E | A |
| Y | S | Y | E | P | T | F | L |
| S | Y | M | P | T | O | M | T |
| E | W | B | Y | D | E | H | H |
| D | O | C | T | O | R | G | F |
| Y | L | P | R | S | E | M | L |

**Doctor**

**Sun**

**Happy**

**Health**

**Sea**

**Nurse**

**Symptom**

