

TRESCOBEAS SURGERY

2010 NEWSLETTER

THIS NEWSLETTER IS DESIGNED TO KEEP YOU UPDATED

GENERAL INFORMATION

NON-PARTNERS: Dr Gray will continue to provide monthly IUD and Implanon sessions.

TRAINING PRACTICE: Trescobeas Surgery is now a registered Training Practice and as such will be hosting a number of Registrar Doctors. The Registrars are fully qualified and experienced Doctors who have practiced medicine for a number of years, both in Hospitals and General Practice. The Registrar GP will see patients in the normal way and will be able to perform all the routine tasks of your regular Doctors. Appointments will be made in the usual way – by a Telephone Call Back (TCB) with one of the partners

REGISTRATIONS: We do not run personalized Doctors lists – patients can, within the principle of Continuity of Care, see any doctor they wish.

YELLOW FEVER CENTRE: Trescobeas Surgery is a registered Yellow Fever centre.

DIABETIC INSULIN STARTS: We are now able to carry out Insulin initiation for our Type 1 Diabetic patients at the surgery.

LOCALITY ECHOCARDIOGRAM SERVICE: This service is based at Trescobeas Surgery and accessed via Choose & Book.

LOCALITY ULTRASOUND SERVICE: This service is now up and running based at Trescobeas Surgery and accessed via Choose & Book.

EPILEPSY REVIEW CLINICS: We will continue with this service at Trescobeas.

EEFO: This practice is an Accredited provider of the scheme that enables all Students and Teenagers to access Health Services and Advice in strict confidence. To learn more about EEFO – go to www.eefo.net

MYLOR SURGERY

Mylor surgery provides a clinical and dispensing service to the local area. It is there to avoid Patients having to travel to the main surgery or the local pharmacies. We know that many Mylor patients like and use the Total Triage telephone call back system and we encourage them to do so. However if a Mylor patient needs a routine face to face consultation with the doctor or some medication – this ought to be at Mylor. If we all gravitate to the main Surgery there is the grave danger that Mylor would simply be untenable as a surgery and could close. So the message is simple – like the Post Office - **USE IT or LOSE IT**

EXTENDED HOURS

In addition to our Core Hours Trescobeas Surgery is providing an additional 4.5 hours per week. These are OUTSIDE the normal 0800-1830 Monday to Friday hours and are for Doctor ONLY Pre-Booked, Pre-Arranged and Face to Face appointments. They are designed for those few patients who, due to their work, are unable to access their GP during the normal 0800-1830 surgery hours. We hope this will now avoid any issues around access to GPs for our patients.

These are **NOT** for Telephone Consultations, Prescriptions, Walk-Ins or Urgent/Emergency conditions. The latter are covered by the Out Of Hours service.

Access to these appointments is via Telephone Call Backs (TCBs) with the Doctor.

In addition there are Telephone Call-Back appointments available between 1800-1830 every weekday.

AUTOMATIC BOOKING IN – This is situated in the Foyer – is very simple to use – and will reduce the queues at reception and improve patient confidentiality.

ELECTRONIC PRESCRIBING – We still await the start of this service.

PHYSIOTHERAPY ASSESSMENT CLINICS: As part of the re-design of Services within the Falmouth & Penryn Locality, you can now be seen in the Surgery for Physiotherapy Assessments. Access is via referral by a GP through Choose & Book. The waiting times are between 1 and 3 weeks.

SURGERY WEB SITE – To access – www.trescobeas-surgery.co.uk

YOU CAN NOW ORDER YOUR REPEAT PRESCRIPTIONS BY EMAIL – If you have a personal Email address and it is registered with the Practice you can now order your Repeat Prescriptions via Email. **See ORDERING YOUR PRESCRIPTION**

THE APPOINTMENTS SYSTEM THE DOCTORS TELEPHONE CALL BACK (TCB) APPOINTMENT SYSTEM

The system is designed to avoid wasting your and the Doctor's time and ensure that the Doctor has all the information and services available at your consultation.

WHAT THE SYSTEM PROVIDES

- | | |
|---------------------------------------------|------------------------------------------|
| • same day access | telephone call backs bookable in advance |
| • telephone call backs bookable to suit you | appointments bookable in advance |
| • choice of doctor | continuity of care |
| • planned consultations | reduced time off work |
| • reduced waiting time at surgery | reduced crowding in waiting room |
| • reduced parking problems | quick and easy access for advice |
| • quick and easy access for follow up | quick and easy access to results |

HOW IT WORKS

- when you call for a doctor you will be given a Telephone Call Back (TCB) slot with the appropriate doctor.
- the appropriate doctor will be based on the principle of “continuity of care” – see below - and availability.
- you will be asked for some idea of why you wish a TCB with the doctor – see below
- the doctor will call you back within a 30 minute window of your TCB slot.
- you and he will consult and if required a mutually convenient appointment will be arranged.

CONTINUITY of CARE: The Practice believes in the principle of “Continuity of Care”. As such if a patient has seen one doctor for a specific problem they should continue with that doctor for that problem. This avoids multiple interventions by different doctors which can lead to duplication and errors. This does not preclude a patient seeking a second opinion at any time.

DISCUSSING REASON WITH THE RECEPTIONIST: Some patients would prefer not to discuss their reason for wanting a consultation but there are good reasons why we ask this:

- (1) It allows the patient to see the appropriate clinician. There are some conditions that Nurses deal with rather than the doctors.
- (2) It allows the doctor to have the relevant information available BEFORE calling you back.

The Receptionist will ask using a version of the following phrase-

“To ensure that the doctor has all the relevant information to hand when he calls you back, please could you give me an idea of the problem or query.”

PLEASE NOTE YOU ARE NOT REQUIRED TO GIVE A REASON – IF THAT IS THE CASE THEY WILL SIMPLY ENTER “PERSONAL”

PRE-BOOKABLE/BOOKING AHEAD OF TCBs: Patients ARE able to pre-book/book ahead TCB consultations with the doctor as far ahead as the rota allows – AT LEAST ONE MONTH

PLEASE TRY TO AVOID CALLING FOR NON-URGENT MATTERS ON MONDAY MORNINGS

PRESCRIPTIONS

There are two types of prescriptions – Acute and Repeat.

- Acute Prescriptions-** are issued by the doctor in the short term only. A re-issue of an Acute **will require a TCB with your doctor** and may well take up to 5 working days to issue. They do **NOT** appear on your Counterfoil.
- Repeat Prescriptions** – are issued when the doctors is happy that the medication is working and can now become a Repeat. These **WILL** appear on your counterfoil. They can be issued without a TCB with a doctor and within 2 working days.
- Medication Reviews** – all medication needs to be reviewed at least annually. Much of this is carried out during the various Disease Reviews – i.e. Diabetes, Coronary Heart Disease etc. The rest can be reviewed from your notes. However in some cases you may well be asked to come to the surgery for a Medication Review.
- Counterfoils** – please note we can only accept requests on your **CURRENT** counterfoil. This will match what is on your Prescription screen.

WE ARE NOT PERMITTED TO CONTINUE TO PRESCRIBE MEDICATION INDEFINITELY WITHOUT A REVIEW. THEREFORE WHEN ASKED TO ATTEND A REVIEW PLEASE DO SO.

FAILURE TO DO SO MAY WELL LEAD TO US HAVING TO CEASE PRESCRIBING THE MEDICATION

THIS IS AN ISSUE OF SAFETY AND IS EXTREMELY IMPORTANT

REPEAT DISPENSING – This enables us to issue up to 12 months worth of prescriptions direct to the Pharmacy. The patient simply goes to the pharmacy and collects their next batch. There is no need to request a prescription each month. There are certain criteria which need to be met:

- (a). It is **ONLY** suitable for patients on a limited number of stable medication
- (b). Patients must use the same Pharmacy every time.
- ©. A patient can have up to a maximum of 3 months of medication at one time.
- (d). If the patient pays they **MUST** still pay for each month's worth.
- (e). It is currently **NOT** available to Dispensing patients – Mylor.

DRUG THERAPIES - Certain Drug Therapies require regular monitoring - Blood Tests etc. Most are initiated by the Hospitals who will have explained the monitoring requirements to you. However much of the actual monitoring will be carried out by your surgery. **It is therefore absolutely necessary that you respond and come in for your tests when called.** Failure to do so could compromise your health.

ORDERING YOUR PRESCRIPTION – You can order your prescriptions:

- a. By mail.
- b. By placing the counterfoil in the Prescription Box.
- c. By leaving a message on the dedicated prescription line - 01326-434872.
- d. By Email. If you have a personal Email account and it is entered onto our Clinical System you will have received an Email from Microtest giving you a Log-In and Password to enable you to access the system. You can order Repeat Prescriptions **ONLY** via Email. You can also access the system via the Surgery Web site by going to the Prescriptions pages and following the link.
Each individual patient requires their own separate Email address.
Email addresses **MUST** have your Name included.

PLEASE NOTE –

You **CAN NO LONGER** order your prescriptions directly over the counter. The Prescription Line is **ONLY** manned between 1030 and 1230 on weekdays and is for **Prescription Queries ONLY**.

Advice

Order in time – Only call for non-urgent prescriptions or queries in the mornings- Use the Voicemail ordering system which runs from 1200n noon till 0900 (21 hours) every working day and all weekend –

**For Authorised Repeats you will need to give at least 2 working days (48 hours) notice.
For Anything else you will need a TCB with your Doctor and you will need to give at least 5 working days notice**

TEST RESULTS

Most tests come back normal. The surgery uses the principle of “NO NEWS IS GOOD NEWS” by which we will only call you back about your tests if something needs action. Note that **ONLY**

a clinician can comment on a result and usually ONLY the clinician that ordered the test. If you do want to discuss your results with a doctor, unless he is away for over one week, you will be given a Telephone Call Back (TCB) with the Doctor who ordered the test.

The receptionist can ONLY tell you that a result has arrived and if it has been seen or not.

CLINICAL RECALLS FOR VARIOUS CONDITIONS

The Department of Health has identified certain clinical areas that they wish to target. We in General Practice are tasked with achieving these targets and many of you will have experienced the annual recalls. These are necessary - so please come in when asked. The main recalls are:

Chronic Kidney Disease	Asthma	COPD	CHD
Hypertension	Cancer	Mental Health	Epilepsy
Dementia	Depression	Atrial Fibrillation	Diabetes

This list is likely to increase in 2010 with the addition of new Clinical targets.

We do try to avoid calling you in more than is necessary and for patients with multiple conditions we aim to complete the various reviews at a single appointment. However this is not always possible, so please try to help us help you by attending clinics when asked.

ANNUAL PATIENT SURVEY RESULTS

These Surveys are now conducted quarterly by the NHS. To access the results go to:

www.gp-patient.co.uk

Left Tab- select "GP Survey Results"
To Access the latest results please "click here"
Select – "Click here for detailed Practice data and topline"
Enter Post Code – TR11 2UN and select "search"
Click on "Cornwall"
Click on "Trescobeas Surgery" and follow the instructions

ANNUAL QUALITY & OUTCOMES FRAMEWORK RESULTS

To access how we performed against the Clinical and Organisational Targets that form the Quality and Outcomes Framework go to:

www.qof.ic.nhs.uk

Select "Search for Practice Results"
Enter your Practice – TR11 2UN
Click on "Dr Burnett and Partners"
Click on "Domain Indicator Groups"
You can then navigate to each Clinical Domain.

TELEPHONE LINES

Despite our additional lines and extra staff some of you continue to experience difficulty in getting through to the surgery. Unfortunately we cannot simply employ more and more staff. We are currently looking at both technical as well as human solutions to reduce the problem. However YOU can help reduce the problem by:

1. For Routine matters **AVOID** calling on a Monday morning.
2. For prescriptions leave a message on Voicemail.
3. For visits call BEFORE 1000.
4. Do **NOT** leave an urgent call until the last minute.

CHOOSE & BOOK

When the doctor refers you to a Consultant in Secondary Care this process gives you, where applicable, the opportunity to choose where & when you go. When referred he/she will give you a Telephone Call Back (TCB) with our C&B Clerk.

HOW IT WORKS –

1. The doctor will discuss the options and give you a TCB with our C&B Clerk.
2. You will be called by the C&B clerk at the given time- **PLEASE BE AVAILABLE – YOUR REFERRAL CANNOT COMMENCE UNTIL YOU HAVE BEEN CONTACTED BY THE C&B CLERK.**
3. She will discuss the options and will either **directly** book your appointment for you or if she is unable to do so she will give you the necessary details and instructions to allow you to book the appointment yourself. You will be told to collect the details which will be in an envelope at the front desk. The envelope will contain;
 - a. The appointment details – UBRN + Password + telephone numbers.
 - b. A Choose & Book leaflet. & a booklet “Choosing your Hospital”.
 - c. A card with details on how to cancel or change your appointment.
4. For those who need to book your own appointments the documents will allow you to study the options and then call the Hospital of your choice to make the appointment. If you have not booked within 7 working days of your referral you will be contacted by NHS Direct to ask if you still want the appointment and offer help and advice.
5. Please allow us 3 working days to type and send the referral letter.

Please note that once we have booked your appointment we are **NOT ABLE** to change or field non-medical enquiries about the appointment. It is your responsibility to contact the hospital or provider to make any changes to your appointment. The details of how to do this are on the card included in the envelope that you **MUST** collect from the surgery

TRESCOBEAS SURGERY TRAVEL VACCINATION PROTOCOL

The provision of Travel Vaccinations is not part of the GMS Contract. However it is felt that it is sensible for General Practice to provide a basic service and as such we at Trescobeas will order and administer the vaccinations. However patients should be aware of what is required and what the costs are. There are a number of Travel vaccinations that are provided free on the NHS but there are also a number that the patient must pay for. To avoid problems the patient will be asked to pay for those **non NHS** vaccinations that we have to buy **BEFORE** we order them.

When you call in for Travel Vaccinations you will be asked to provide details of **ALL** the destinations that you will visit or pass through – not just the final destination.

You will be given an initial appointment to assess the travel information and decide what vaccinations are required. You may well be given some of the free NHS vaccinations required at that initial appointment.

You will be advised what non NHS vaccinations are required and what you must pay for these at this appointment.

You will then be given the subsequent appointments to complete the vaccination programme.

FUTURE OF GENERAL PRACTICE

13 WEEK TARGET – The target from Referral to 1st treatment has now reduced to 13 weeks. This will put an enormous strain on RCHT. We in General Practice can help by referring more appropriately, avoiding unnecessary referrals, using other providers – such as the excellent Bodmin Treatment Centre – and by continuing to develop Practice Based Commissioning.

PRACTICE BASED COMMISSIONING (PBC)

This is the main lever by which the Government hopes to reduce pressure on our Hospitals, achieve the 13 week target, bring health care closer to the patient and of course overall save money.

Trescobeas along with our sister Falmouth and Penryn surgeries have formed a Local PBC group which in turn is part of a larger PBC forum – the Carrick Commissioning Consortium (CCC). This group is looking at ways of improving services across Carrick. Since 2008 the CCC has addressed or is the process of addressing the following areas:

- a. The Physiotherapy provision across Carrick. This has improved the waiting time, access and the general provision of Physiotherapy to our patients. See “[General Information](#)” for details.
- b. The introduction of the Acute GP Service based at RCHT. This is designed to reduce the number of patients that are admitted unnecessarily and has proved to be so successful that there are plans to extend the time this service is available as well as establish a service in A&E.
- c. Referral Management Service. This plan is in its infancy – the aim being to set up a GP run service that will be able to monitor all referrals to ensure they are appropriate, and send them to the correct surgical department or provider.

The Local Falmouth/Penryn PBC group continues to look at services that could be better provided locally. To date we have:

- a. Improved the current provision of services at Falmouth Hospital.
- b. Provided a local Echocardiogram service
- c. Provided a local Physiotherapy assessment service.
- d. Provided a local Ultrasound service.
- e. Supported the development of local Memory Clinics and a Memory Café.

We are in the process of:

- a. Developing a local Dementia service

- b. Designing a local Child Obesity strategy and service.
- c. Looking to develop a local Dermatology service
- d. Looking to develop local access to Acupuncture.
- e. Further developing services at Falmouth Hospital - the aim being to improve the services available to **our** patients in **our** community and change the current situation where Falmouth Hospital is simply being used as a discharge ward for Treliste thus preventing us access to the majority of beds in **our** Community Hospital.

This a complex project and will take time to achieve – but if successful it will allow us to provide more and better services at Falmouth Hospital for our Local Falmouth and Penryn patients.

THE FUTURE OF THE NHS

Obviously we will be facing a number of years of financial restraint. But in the end the shape of General Practice and the NHS will still be down to you the patient - do you want it to continue as now albeit continuing to seek improvement or do you want it to be taken over by the Private Sector such as the large American owned Health Care providers. Make no mistake the Private sector will only concentrate on the easy, high value parts of the NHS and leave the difficult, expensive areas such as the management of chronic diseases to what remains of the NHS.

GENERAL REMINDER TO ALL

Appointments – 315615

Prescriptions – 434872

TRY TO AVOID CALLING FOR ROUTINE MATTERS ON
MONDAY MORNINGS

Email Address: enquiries.trescobeas@cornwall.nhs.uk

Web Site address: www.trescobeas-surgery.co.uk

WASTED APPOINTMENTS

If you are unable to attend a planned appointment – please inform the surgery in good time. Missed appointments cost time, money and prevent others accessing our services.

WASTED MEDICATIONS

EVERY YEAR OVER **£2 MILLION** IS WASTED ON UNUSED MEDICATIONS IN
CORNWALL

Before you order your next prescription ask yourself these questions:

- Do I need a supply of ALL the medicines listed on my prescription?
(Please do NOT order those you do not need at the time)
- Will I actually use the medicines I am ordering?
(Have I stopped taking any of the medications? If so tell the surgery and DO NOT order)
- Can I order it all at the same time so that I run out at the same time?
(Yes – it will save you and the Surgery staff time – ask the surgery prescription clerk)

Taking the time to think about these questions will save the NHS money and you time

REMEMBER ALL PRESCRIPTIONS COST MONEY AND ONCE THEY HAVE BEEN DISPENSED EVEN IF THEY ARE UNUSED, UNOPENED AND SEALED THEY CANNOT BE USED AGAIN