

Staff Changes

It is with regret that we inform you that **Dr Lakhani Basu** will be leaving after working at Burney Street Practice for over 11 years. Dr Basu will be leaving towards the end of August. He is a valued member of our surgery and an instrumental part of the team and will be dearly missed by all.

The Practice is now **looking to recruit two new salaried GPs** with a view to appointing a new partner in 2015/16

Over 75s and named GPs

As some of you may already be aware, as required by all practices we have now assigned patients over the age of 75 – and those turning 75 this year – with an **accountable, named GP**. The named GP will be responsible for ensuring that their patient receives all appropriate services. This will involve coordinating with allied health and social care professionals, ensuring that the needs of the patient have been recognised and to ensure that they have access to regular health checks. The named GP will **not be the only GP who will provide care to that patient nor will they undertake 24-hour responsibility for that patient throughout the week**; this is largely a role of overseeing. Patients can continue to see their preferred GP.

Unplanned Admissions

To reduce unnecessary emergency admissions to secondary care (hospitals), the practice are going to identify the 2% of our practice who we believe are most at risk of having an avoidable unplanned hospital admission and work with them to try and co-ordinate their care more effectively. We will inform patients by the end of July and will have care plans in place over the next few months.

A day in the life of..In the coming newsletters we will be featuring a day in the life of our GP's Nurses and Reception Team to give patients a better understanding of the roles and workloads. First up will be Dr Monach!

Patient Participation Group

We would like to know how we can improve our service to you and how you perceive our surgery and staff. To help us with this, we have a patient representation group, known as the Patient Participation Group, so that you can have your say.

Representatives of the group meet on a quarterly basis to discuss new incentives and any issues that arise as a practice or as a patient. We aim to gather patients from as broad a spectrum as possible to get a truly representative sample. We need young people, retirees, and people with long term conditions. Minutes of the meetings held will be available for viewing on the website www.burneystreetpractice.co.uk.

If you would like to become part of this group, please go to www.burneystreetpractice.co.uk to complete and submit the form online.

We would welcome feedback on how the practice is doing. Please go to <https://www.iWantGreatCare.org> to register and complete a short survey.

We are pleased to announce that Prudence Ndhlovu—Practice Nurse has accepted a permanent position with the practice. This means we now have four practice nurses and a Health Care Assistant. They have a broad spectrum of skills amongst them to include:-

Management of wounds and dressings

Sexual Health

Immunisations including travel

Blood pressure monitoring

Smoking Cessation

Weight management

Phlebotomy

NHS Health Checks (by invitation only)

Mental Health Reviews

Appointments are available at both Burney Street & Wallace Health Centre.

Your GP cares

GPs and practice teams care about the current situation and want to work with patients and government to find solutions. With more patients, more paperwork and more test results to read **there is an increasing demand for GP services**, more than ever, with the same number of hours within the day. This is due to demographic changes, more complex health needs, and some care moving out of hospitals which has caused issues within general practice:

- It is estimated that there were total of 340 million consultations across the country – a 40 million increase since 2008.
- The needs of patients are changing with the ageing population increasing.
- Patients with chronic illnesses, such as asthma and diabetes, are now receiving types of care that was previously provided through hospitals.

The 'Your GP Cares' **campaign is calling for long-term, sustainable investment in general practice** aiming to

- Attract, retain and expand the number of GPs
- Expand the number of practice staff
- Improve the premises that GP services are provided from

Telephone Calls

In June, the practice received 6199 telephone calls. We are actively looking at ways to improve our service levels to ensure that calls are answered in a timely manner.

We appreciate your patience during this time.

For minor ailments, consider a trip to the pharmacist

Your pharmacist can assist with any of the following conditions:-

- Hay fever and allergies
- Cough and sore throat
- Earache and backache
- Period pain and thrush
- Cold sores, warts and verrucas and mouth ulcers
- Nappy rash and teething
- Head lice
- Constipation and diarrhoea
- Eczema and allergies

Your pharmacist may refer you to the practice or advise you to schedule an appointment if they feel it to be necessary.

Travelling and repeat prescriptions

If you're travelling abroad please remember to **book an appointment with the nurse** for a travel consultation **at least 6/8 weeks prior to your departure** and inform us of the destination. In terms of vaccinations, this will allow enough time for maximum cover.

Call into your local pharmacy to stock up on your holiday essentials such as sunscreen, first aid kits and insect repellent. They can also offer tips and advice on travel.

Repeat Prescriptions : Remember to check supplies of your medication and **order these well in advance of your holiday from the surgery** . It's advisable to take a copy of your repeat prescription in case you are asked about your medication.

For **same-day repeat prescriptions**, you will need to **send us a request before 10am** by way of fax, letter or in person. Scripts will be available by 3pm and any requests sent to us after 10am will be available the next working day after 3pm.