



# Emsworth Medical Practice

## Spring Quack 2022



### Welcome to New Staff!

Since the last Quack newsletter we have welcomed many new members of staff as both the Practice, and the Hayling and Emsworth Primary Care Network (PCN), expand.

At Emsworth, we welcome to the team a new **Practice Nurse**, Kirstie, who is training in diabetes, and **Healthcare Assistants** in training, Kerry who is an experienced phlebotomist, and Amber. An experienced **diabetes nurse**, Carolyne Tate has started with the Practice and will be working closely with Kirstie.

Dr Sarah Hirri has joined us recently as a **GP Registrar** and we are delighted that Dr Carla O'Sullivan has stayed on with us to look after Dr Tang's registered patients whilst she is on maternity leave.

We have an experienced **Nurse Practitioner**, Sara, joining us to work alongside our current Nurse Practitioner Alex. Sara has worked in A&E at St Richards Hospital for many years.

We also welcome 4 new **receptionists**, Christine, Sharon, Emma and Polly.

Hayling and Emsworth PCN have welcomed two **pharmacists**, Reem and Omy, and a **Mental Health Practitioner**, Sam, who will all be working across the three Practices.

Lastly, we have a new **Care Coordinator**, Bethan, who is working alongside our well established Care Coordinator, Nikki.

We now have a total of **4 full time** pharmacists and a pharmacy technician working between the 3 Practices

You can book telephone appointments with the pharmacists, they will be happy to help with any medication queries you may have.

We will be very sad to say goodbye to Jean Morgan, our diabetes nurse, who is retiring having been with the Practice for 17 years. We have all very much valued her skill, expertise and professionalism over the years and I'm sure many of her longstanding patients will miss her. We also say goodbye to our receptionist Fiona, who is retiring having been with the Practice for 8 years. We wish them both a long and happy retirement.

**We hope all of the new members of staff will have a long and happy association with us!**

### Covid Vaccination Clinics

We are running spring covid booster vaccination clinics on Wednesday afternoons from March 30th. Text invites with links to book appointments are being sent out regularly. If you haven't got a mobile phone and are eligible then please ring the Practice **after 3pm** to book your appointment directly. We will endeavour to contact as many patients as possible too.

Eligible patients are

- Over 75yrs
- Patients in elderly care homes
- Immunosuppressed (and more than 91 days from their 4th dose}

It is recommended to wait 28 days after contracting covid before having a vaccination.



**Dr Rachel Jennings**

### Practice Update



COMING SOON. an exciting addition to our waiting room.

#### A Health Pod!

This will allow patients to come to the Practice, at a time that suits them, to update their medical records with crucial information. Patients will be able to record their blood pressure, their weight and BMI, conduct asthma checks, as well as fill out a variety of patient health questionnaires amongst other things. This information will link directly to your medical records and help our clinical team to provide you with the best service for you.

Please feel free to ask at reception for more information.

## PPG update

The past two years have been incredibly challenging for all the staff at the Practice, who have been heroic in dealing with the vaccine programmes as well as running a medical Practice. Since the Covid pandemic is lessening in its impact on the community, we are now able to reintroduce the very popular Health Education Talks.



The next one will be hosted by **Angela Birnie, Consultant Urologist** and **Melanie Tipples, Consultant Gynaecologist**, who will talk on such matters as stress incontinence, mesh recovery, endometriosis, fibroids, cancers and hormonal changes at the time of peri-menopause.

All welcome, no tickets needed.

**Date: Tuesday April 26th.**

**Venue: Emsworth Slipper Sailing Club.**

**Time: 6.30pm for refreshments, 7pm start.**

Jim Strudwick, Chair, PPG

## Emsworth Health Alliance

Emsworth Medical Practice is part of Emsworth Health Alliance, a new community partnership meeting, which will happen every 3 months, to bring together our community leaders to help improve the health of our population.

This includes organisations such as our Primary Care Network, schools, community centre leads, residents and community associations, Friends of Emsworth Community Health, Westbourne Parish Council, churches, Emsworth Good Neighbours and our Emsworth foodbank.

By working together we will be able to better identify needs and work constructively together to meet these needs where possible, where this sits within our own organisation's remit.

An update will be published in the Ems Newspaper.

**Dr Hannah Morgan, PCN Clinical Director**

## Appointments

It has been brought to our attention that rumours are circulating in Emsworth, and on social media, that we are not seeing patients and we have empty waiting rooms. Covid rates are still very high and our doctors bring in patients who need to be seen at staggered times deliberately so that we have as few patients in the waiting rooms as possible at any one time. We would like to share with you the statistics below which are extracted from Practices nationally each month which demonstrate how many appointments Emsworth Medical Practice has provided.

If you have an appointment but are unable to attend, please do contact us in advance to cancel or rearrange.

### **In 4 weeks\* Emsworth Medical Practice has provided:**

- ü 6795 appointments - **that's 340 a day {Mon - Fri}**
- ü 4028 were provided by GPs (59%)
- ü 1723 were provided by nurses
- ü 941 were provided by other practice staff
- ü 3887 were face to face (51%)
- ü **Approx. 194 patients are seen face to face in our surgeries each day**
- ü 2681 were provided on the same day as they were booked (39%)
- ü 444 appointments were wasted due to people not attending (7% of appointments). This is equal to 74 hours (based on average appointment times)...that's a lot of patient access wasted. Not all is preventable – but a lot of it is.

\*7-Feb-22 to 6-Mar-22 (13,867 registered patients)

### Some points about the way we are working at the Practice



- ü All requests to see a Doctor are triaged by our experienced team and patients are invited in on a need-to-be-seen basis.
- ü The Practice accommodates more Health Care professionals and Doctors than ever before, allowing us to provide a larger variety of services to our community
- ü How busy our waiting rooms are is not an indicator of how efficient we are as a Practice. As the figures to the right show.
- ü By working the way we are, we are reducing unnecessary waits for our patients.
- ü We know our phone lines can be busy, however our call waiting times tend to drop after 2pm. If your problem is not urgent, we recommend calling after this time. Please be kind to our reception team when you get through.

### How are we doing compared with other practices in our locality?

<small>*Per 1000 Patients in 4 weeks*</small>	<b>Local Average</b>	<b>Emsworth Medical Practice</b>
<b>Total</b>	<b>438</b>	<b>490</b>
<b>Face to Face</b>	<b>209</b>	<b>280</b>
<b>Appointments</b>	<b>223</b>	<b>290</b>
<b>Appointments not attend*</b>	<b>23</b>	<b>32</b>
<b>Same day</b>	<b>190</b>	<b>193</b>