

# **The Portmill Surgery**



## **Summer 2019 Newsletter**

### **Staff Update**

We would like to welcome Dr Gleeson back after her maternity leave and thank Dr Duncan who provided cover for this period.

We would like to congratulate Dr Heather Wong and Dr Ercan Yuruk who have now completed their training and will be leaving Portmill to start new jobs.

We are pleased to announce that Dr St. John Glew, who has also completed her training, will be joining the Practice from 22<sup>nd</sup> July.

We have 3 new GP trainees joining us in August.

### **DNA's**

Between January and June 2019, 492 appointments were missed by patients; this is the equivalent of approximately 82 hours!

Please be aware that it is important to cancel an appointment if you no longer need it. This can be done by telephone, by responding correctly to the SMS text reminders for your appointment, or online if you are registered for Online Services

### **Stay healthy this Summer - How to cope in hot weather**

- Shut windows and pull down the shades when it's hotter outside. You can open the windows for ventilation when it's cooler.
- Avoid the heat: stay out of the sun and do not go out between 11am and 3pm (the hottest part of the day) if you're vulnerable to the effects of heat.
- Keep rooms cool by using shades or reflective material outside the windows. If this is not possible, use light-coloured curtains and keep them closed (metallic blinds and dark curtains can make the room hotter).
- Have cool baths or showers, and splash yourself with cool water.
- Drink plenty of fluids and avoid excess alcohol. Water, lower fat milks and tea and coffee are good options. You can also drink fruit juice, smoothies and soft drinks, but they can be high in sugar. Limit fruit juice or smoothies to a combined total of 150ml a day, and choose diet or sugar-free soft drinks.
- Listen to alerts on the radio, TV and social media about keeping cool.
- Plan ahead to make sure you have enough supplies, such as food, water and any medicines you need.
- Identify the coolest room in the house so you know where to go to keep cool.
- Wear loose, cool clothing, and a hat and sunglasses if you go outdoors.
- Check up on friends, relatives and neighbours who may be less able to look after themselves.
- Use at least factor 30 sunscreen



## **Staff in the Spotlight**

In a new feature, we have invited members of our Patient Participation Group (PPG) to interview members of our Practice team. In our Spring newsletter we introduced Carol Clapham, who joined us in April as an Advanced Clinical Practitioner; a new role to the surgery. PPG member, Paul Ansbro caught up with Carol to find out how she has been getting on:

It is 3 months since Carol started work at the Practice. Although Carol has worked as an Advanced Clinical Practitioner in other counties it was still quite a change from her previous places of work. The main challenge at this time has been the different processes for referring and signposting patients on and the associated administration procedures. (Different counties have different systems and how they are used).

She has settled in well and is enjoying her work here although it has taken a while for patients to get to know about her role. This includes the ability to assess patients, initiate investigations such as X-rays and blood tests, and is able to prescribe medication and to interpret results. Carol can refer onwards to consultants at the hospital and to community specialist services. She has been helped in getting known by the telephonists and receptionists asking if the patients can give them an indication of their condition and, if appropriate, then referring them to Carol. She must be doing it right as patients are trusting her and her work, as they are now self-referring to her. For those patients who use on-line booking Carol's sessions can be found listed there. (<https://systmonline.tpp-uk.com>). She has, as of this week, moved into a room on the ground floor making it easier for patients with conditions to see her. One aspect Carol is keen on is getting feedback from patients whether that is to do with their treatment or the surgery itself.

*What has she found in the practice to help her find her feet, so to speak?* She has been impressed with the standard of care throughout the practice. Also team meetings held with the other nurses and those with the doctors have helped with support for the staff and decision making.

*What of the future?* Carol sees the introduction of a Primary care network in Hitchin over the next year as exciting and this will hopefully make our services more responsive to local needs.

In the meantime Carol is very pleased with the way things have gone at the surgery and is looking forward to the challenges of the next 6 months as the practice continues to evolve with the ever changing requirements of the NHS.

## **Flu Season 19/20 – Update on Schedule for patients aged 18-64**

Each year, the World Health Organisation (WHO) through its Global Influenza Programme makes recommendations on what influenza viruses should be included in vaccines for the forthcoming season.

This year, the WHO delayed its recommendation on one of the strains of the virus, by a period of four weeks, from February, into March.

We understand from manufacturers of the inactivated Quadrivalent influenza vaccine (given to eligible patients aged from 18- 64) that the delayed WHO recommendation on vaccine strain has had an impact on their vaccine supply. This unfortunately means that the delivery schedule of the vaccine will be staggered with our first supply being delivered in Mid-October. This is a national issue and we will be working under the guidance of Public Health England to ensure our Flu campaign runs as smoothly as possible. We would like to assure our patients that whilst there will be a delay in delivery, we will have sufficient vaccines for all of our eligible patients.

We have not been informed of any delay in the manufacturing of the Adjuvanted Trivalent vaccine for patients aged 65 and over.