



Claypath and University Medical Group

(www.claypathdoctors.co.uk)

Practice News (Spring, 2018)

Appointment of new Nursing Team Leader

We are very pleased to announce that Andrea Picton has successfully competed for the recently advertised post of Nurse Practitioner/Nursing Team Leader.

Andrea, who has worked for the practice for almost sixteen years, took up her new appointment on 19th March, 2018, having previously worked as our Specialist Nurse (Chronic Diseases). She will continue to specialise in chronic disease conditions but working autonomously as a Nurse Practitioner. In addition she will take the lead role in the nursing team.

Andrea has the respect of the whole practice team for providing the highest standards of care and we are confident that she will make an effective Nursing Team Leader.

1. Staff Hellos and Goodbyes

Regrettably we say goodbye to:

Marie Mallan left the practice on Friday, 4th May, 2018. Marie has worked for the practice for almost four years as a nurse practitioner, originally being appointed to help improve service provision for our frail/elderly patients. More recently she has been providing nurse practitioner appointments at the Claypath Medical Centre. Marie is taking up another post nearer where she lives. We wish her all the best for the future and hope she finds her new post rewarding.

2. Nurse Practitioner Triage

Our Nurse Practitioners are trained to examine, diagnose, and prescribe and can see and treat many conditions. Their role includes telephone triage for requests for urgent or same day appointments. They assess the patient's symptoms and concerns, and then agree with the patient how these needs might best be met giving telephone advice or a face to face appointment, along with an indication of the appropriate urgency.

3. Travel vaccines

If you are planning to travel abroad it is important to make an appointment with the practice nurse to discuss your full itinerary at least 6-8 weeks prior to your departure date. This is to allow sufficient time to ensure all appropriate vaccination courses are completed.

Your first travel appointment usually takes 20mins. If your itinerary is complex, however, and you are undertaking a course of vaccinations, you will require further appointments. It is important to remember to pre-book these appointments as during the travel season there is a high demand and nurse appointments are limited at certain times. Please try to be organised and plan ahead.

Although some vaccinations are covered by the NHS many are subject to payment – please check our website for costs.



4. Extended hours

The practice continues to provide additional appointments on a **Saturday morning from 8.00 a.m. – 1.00 p.m., at the University Health Centre**. These appointments are with practice clinicians and are bookable in advance through reception. Please note that there is no telephone access to the practice on a Saturday morning.

5. GP Extended Access

In addition to the practice's extended opening hours on a Saturday morning the Central Durham GP Federation provides "GP Extended Access" during **weekday evenings and at weekends from the Meadowfield Surgery** as follows:

Monday – Friday	6.30 p.m. – 9.00 p.m.
Saturday	8.00 a.m. – 6.00 p.m.
Sunday	8.00 a.m. – 1.00 p.m.

These appointments are available to patients from all practices in the Durham locality. They are for non-emergency consultations and can be pre-booked by patients through their own practice's reception team. They are provided by GPs and nurses in the local area who have expressed an interest in providing additional sessions. It is important to note that at these appointments the GP or nurse will only have access to basic patient information e.g. name, address, d.o.b., NHS number, current medication, allergies, etc. If you require a hospital referral this will be requested from your own practice and involve a repeat consultation with a GP at your own practice. **This service is not, therefore, considered suitable for patients who require a referral.**

6. Care Navigation

Care Navigation is to be introduced across all practices in County Durham in Summer, 2018. There will be publicity campaigns across the county to raise awareness.

Reception staff currently offer internal care navigation by directing patients to the most appropriate practice clinician. In future, however, they will also offer care navigation to services outside the practice such as Community Pharmacy, Sexual Health Services, Smoking Cessation, etc.

7. Text messaging update

The practice recently introduced a patient text messaging system which allows two way communications between the practice and patients' mobile phones. As well as sending appointment confirmations it also sends appointment reminders to patients giving them the opportunity to text back to cancel their appointment if unable to attend. To-date the system has helped to greatly reduce the practice's DNA (did not attend) rate and freed up a lot of appointments for patients which previously would have been wasted if patients did not inform us they were unable to attend. The practice is now using the messaging system to remind patients to attend the practice for annual review appointments, etc.

Please let us know if your mobile phone number changes so we can contact you on the correct number. Please also let us know if you don't want to be sent text reminders.