



BASSETT ROAD SURGERY PATIENT PARTICIPATION GROUP

NEWSLETTER ISSUE 4 – MARCH 2019

- **New Surgery Website**
- **Screens in Waiting Area**
- **Systmonline - Queries**
- **Adding your children to online account**
- **BRS PPG 'Surgery'**
- **Did Not Attend (DNA)**
- **Staff Changes**
- **Surgery Closed for Training**
- **Think Pharmacist**
- **Clinical Pharmacist Role**
- **Batch Prescriptions**
- **NHS App coming soon**
- **New Text Messaging Service**
- **LBVPT**
- **Bus Routes to L&D Hospital**
- **'Extended Access' Service**
- **Cortisone Injections**

We would like to thank all of you who took part in the patient survey in November. The feedback we had was terrific with 617 patients taking part. Please rest assured that all of your comments have been read by the PPG, the GP Partners and management at Bassett Road. Your feedback was used to put together the PPG Development Plan for 2019 which will be available to view on the BRS website shortly.

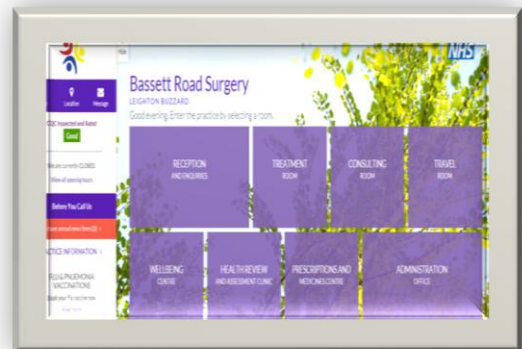
Having listened to your comments about our newsletter, we have changed it slightly this quarter to give you a table of content, so you can see at a glance what's included.

We are really pleased to have a couple of patient articles in this issue, if you have anything you would like to contribute, please let us know on bassettroadppg@gmail.com

Editor

HAVE YOU SEEN THE NEW LOOK SURGERY WEBSITE?

This went live on 10th December and you are now able to contact the surgery for non-urgent queries by visiting the website and selecting reception or the 'room' of your choice. Simply complete the form with your personal details and leave your message which will usually be responded to within 2 working days. Please note this system should not be used for urgent medical consultations.




We found clicking the 'ONLINE REQUESTS' heading at the top of the home page the simplest route to access appointments and prescriptions. Browse through the screens and let us know what you think.

SCREENS IN THE WAITING AREA

Following patients' request for an additional screen, there are now 3 new screens in the waiting area – **although patient appointment details still appear on the screens, there will be no announcement message.** The surgery has responded to early feedback from patients about the text size used on the screens and the speed at which the screen changes and have made adjustments accordingly. If you have any other feedback on the screens or the displays, please email bassett.road@nhs.net

Systmonline – Some Queries Explained

 To register for online services	You need to bring one form of photo identification with you to the surgery, e.g. driving licence. You will need to complete a form (which can be printed from the website) and a letter will be sent to you giving you a Username and Password
Your username	Your username is your name and date of birth so it should be easy for you to remember
Password	The password given to you is not user friendly, but you can change your password once you have logged on
Medication	You can order your repeat prescriptions online and collect from your chosen pharmacist
Appointments	You can book and cancel appointments online with GPs and Practice Matrons and for Blood Tests
Systmonline mobile app	You can download an app to your phone for easy access to Systmonline
Linking children to your account	It is possible to link your children up to the age of 11 to your account, so you only use one login
View Test Results	This is shaded in grey and needs to be requested. But once you have been set up you can look at your Test Results
Linking elderly or vulnerable relatives to your account (you are their carer)	It is possible to do this with the permission of the relative and subject to approval by BRS
Changing Pharmacies	You can change your chosen pharmacy easily
If you get locked out of Systmonline	This is flagged up to the surgery and a new password will be sent to you as soon as is practicable. You will not have to bring ID into BRS again
Forgotten your password?	You have the opportunity to change your password online
Unsure of how to use the online system?	Contact the PPG on bassettroadppg@gmail.com and you will be offered help, either by phone or in person
If you have any questions that we have not answered in relation to Systmonline	Contact the PPG on bassettroadppg@gmail.com and your query will be answered as soon as possible

Adding my children to my online account -

One patient's experience: *"I found it really tiresome having to keep logging in and out of the online system if I wanted to do something for myself and then for one of my children. Those passwords are a nightmare! So I asked the question "Is it possible to add my children to my online account"? I thought I would get a big fat 'NO', but to my surprise the answer was 'YES'! It was explained to me that up until the age of 11, my two children could be linked to my account so that all I had to do was log on with my password and I could see all three of us at the same time. I was able to toggle between children and myself and it couldn't have been easier. I was also told how to change my password to something that makes more sense to me which has also made a big difference.*

How did I make it work? I wrote a letter to the practice listing my children's names and D.O.B and within a very short time my record had been updated"

BRS PPG "SURGERY" – GOT A QUESTION? COME & SEE US

As mentioned in Issue 3, we are pleased to let you know that the monthly "PPG Surgery" dates will commence in March and are as follows :-

- **Wednesday, 27th March**
- **Wednesday, 17th April**
- **Wednesday, 22nd May**

To book an appointment please contact the PPG on bassetroadppg@gmail.com Slots will be available **between 6:00pm and 8:00pm**. We will be able to give general advice about the practice including: ordering medication and booking appointments online, help with finding your way around the new website and listening to ideas patients might have to help improve the service they receive at BRS or difficulties they have encountered.

MISSED APPOINTMENTS 2018 – DID NOT ATTEND (DNA)

Month	Missed Appointments	Hours Lost
January	224	46
February	158	33
March	143	27
April	180	35
May	178	32
June	189	36
July	159	30
August	192	38
September	172	34
October	186	41
November	199	42
December	175	35
Total Lost	2,155	429

In **2018**, there were a total of **2,155** missed appointments, equating to **429** hours lost.

So please, if you no longer need your appointment, please let the surgery know as soon as possible – by phone or online so another patient can be given this slot.

Do you have any ideas of how we can reduce the number of DNA's? – if so, PLEASE let us know on bassetroadppg@gmail.com

STAFF CHANGES AT THE SURGERY

Farewell - to receptionist Nima, Practice Nurse Marcia, Sue from phlebotomy, Sue in dispensary and Dr Sara Atif GP Registrar.

Welcome - to Janine in Reception, Heather in Dispensary, Practice Nurse Jenny, Sam Health Care Assistant and Drs Nik Guntupalli and Sara Hayek GP Registrars.

SURGERY CLOSED FOR STAFF TRAINING

Please note the surgery will be closed on the following dates between the hours of **14:00 and 18:30** so that staff can take part in mandatory training:-

- **Tuesday, 21st March**
- **Tuesday, 30th April**
- **Tuesday, 21st May**



THINK PHARMACIST – A PHARMACIST’S TRAINING

‘As a community we have a lot of useful skills, which makes us strong candidates to be a first point of call for many patients’

Joseph Table - Pharmacy Manager, Lloyds Pharmacy Leighton Buzzard

As pharmacists we go through an immense amount of training before becoming qualified. It starts by having at least 3 A-levels of grade B or above in at least two sciences, with chemistry being compulsory. This is due to the level of attention to detail that is required in such subjects. At university, the MPharm course is currently 4 years. In these years we are taught about human physiology and the origins of disease, the chemistry behind medicines and the clinical application of this knowledge.

In the four years we are taught practical skills, we need to enter the pharmacy profession by integrating science and practice throughout the course, we are given the unique opportunity to learn from community and hospital pharmacists in each year of our studies. In our training we will become familiar with the professional aspects of pharmacy, as well as learn how to communicate effectively with patients and other healthcare professionals and develop the skills that we need to adapt to any changes that may occur during our career including changes in patient demographics and changes in technology.

At university we are taught in the following subjects:-

- Oncology
- Cardiovascular diseases
- Endocrinology
- Professionalism
- Drug formulation and licensing
- Patient centred care and the principle that no patient is ever the same
- Pharmacology and an understanding of how drugs work at a chemical level

In our pre-registration year we work directly under pharmacists, learning how to deal with the job as a full time role and we get to put into practice all the skills that we will have learnt at university such as communicating effectively, patient centred care, responding to symptoms, clinically checking prescriptions and developing leadership skills. At the end of the pre-registration year we have an exam, and we have 72 standards that must have been demonstrated to our tutor in order to be successfully registered. Standards include being an effective time keeper, having good leadership skills, having a great commitment to quality and attention to detail, having strong clinical knowledge and being able to apply this when checking prescriptions as well as good patient rapport.

As a community we have a lot of useful skills, which makes us strong candidates to be a first point of call for many patients, in particular dealing with minor ailments. There are many over the counter medicines that can be provided under the supervision of a pharmacist, i.e. treatments for common coughs and colds; several gastrointestinal conditions such as diarrhoea and irritable bowel syndromes; dental, fungal, bacterial and viral infections. We are also specially trained to recognise where our competence ends and when to refer to an appropriate health care professional.

OUR CLINICAL PHARMACIST IN BASSETT ROAD IS – CLARA ALONSO MALPARTIDA

Clara takes the lead on respiratory care of patients with conditions such as Asthma and COPD, prescribing as required. Clara is a Clinical Pharmacist so also undertakes medication reviews, monitors patients on multiple medications advising on any changes that might benefit them and answering any queries patients may have about the medications they are taking.

BATCH PRESCRIPTIONS – a patient’s experience

"After reading about Batch Prescriptions in Issue 3 of the Newsletter, I decided to ask for this service. I have stable long-term medication and it will save me the monthly trip to the surgery to re-order. Also I like the idea that I'm helping my surgery and the NHS with some efficiency savings. The doctor agreed that it was suitable for me and immediately sent my batch electronically. I forgot to ask how many repeats she authorised. I would advise patients to ask this. I checked later with my pharmacy who told me that I would have 4 repeats. The usual number is 6, sometimes but rarely, 12. I wish I had asked the doctor why I had only 4. My pharmacy will remind me when I need to ask for another batch.

Batch prescriptions are set up for 28 day intervals. Systmonline downloads the prescription to the pharmacy 7 days before it is due. I collect any time during the 4th week and my prescription is always ready. Before I leave the shop I always check that I have the right medicines. This process is working well for me."

Batch Prescriptions offer an alternative way of getting your regular medicines without asking your GP surgery for a prescription every time, saving you, the practice and the pharmacy time.

NHS APP – Coming soon

The rollout will begin in Leighton Buzzard from the 11th March 2019.

The NHS App provides a simple and secure way for people to access a range of NHS Services on their smartphone or tablet. Patients will be able to use the NHS App to :

- check your symptoms using NHS 111 and the health A-Z
- book and manage appointments at your practice
- order repeat prescriptions
- securely view your GP medical record
- register to be an organ donor
- choose how the NHS uses your data

<https://youtu.be/YR7P4tXeb-Y>

NEW TEXT MESSAGING SERVICE – planned implementation at end April 2019

BRS are planning to move from the NHS mail text messaging service to a service provider called MJog. Their advanced Patient Messaging Services allow two way communications between the surgery and patients via **SMS, Voice** and **Email** delivering a wide range of benefits to BRS including, on average, a better than 50% reduction in Did Not Attend rates.

Available systems via MJog:

- Automatic appointment cancellations (from patient) – improve access and experience
- Automatic appointment confirmation messages – increase efficiency and appointment availability
- Text Back Service – reduce reception time as patients text surgery 24/7
- Health Campaign Manager – cuts Practice communication costs and improves disease management through Patient recalls and health information
- Schedule health campaigns to occur automatically throughout the year
- Instant messaging – ability to send ad hoc 'Now Message' notifications to individuals or small groups of patients
- Capture responses from patients – using filters
- Auto responses – automatic replies to incoming patient messages
- Smart Groups – Use of Smart phone App



LEIGHTON BUZZARD VOLUNTARY PATIENT TRANSPORT (LBVPT) - 07873 497633

It's now almost 2 years since we established this service for the elderly and vulnerable patients in Leighton Buzzard, who have Hospital and clinic appointments. We now offer this service to 19 locations within the local health authorities. We are now doing 24 patient journeys a week, a massive increase over a short period of time, bearing in mind, this service is administered by volunteer Call Handlers and Drivers.

Occasionally we are at 'our limit', so if you, a friend, neighbour or relative has a few spare hours per week and would like to know more about "answering the phone, or driving to locations" (generously paid expenses) PLEASE do contact us on 07873 497633, or for more information visit www.lbvpt.co.uk

This non emergency hospital transport, LBVPT, is for those who need our HELP, so please can you help us to HELP them - Thank you

BUS SERVICE FROM LEIGHTON BUZZARD TO LUTON & DUNSTABLE HOSPITAL

Update – Following the changes to bus routes mentioned in the June newsletter, patients advise that the F70 and F77 service goes from LB High Street towards L&D Hospital, stopping on Stanton Road which is a 10/15 minute walk to the hospital **OR** you can take the F70 or the F77 to Dunstable, change at Winston Churchill bus stop to the No. 31 which stops outside the hospital.

'EXTENDED ACCESS' SERVICE – EVENINGS AND WEEKENDS

Appointments with GPs and Practice Nurses are available in the evenings and weekends as follows :

Monday to Friday 6.30 pm – 8 pm (GP)
Saturday 8.30 am – 2.30pm (GP) 9am – 2pm (Nurse)
Sunday 8.30 am – 11.30 am (GP)

These appointments will be at Leighton Road Surgery base, next to the Shell (St. Christopher's) petrol station with a GP or Practice Nurse from one of the practices across Bedfordshire and booked at our Bassett Road reception. These appointments are limited and NOT available to book online.

CORTISONE INJECTIONS – WHO CAN ADMINISTER?

Dr John Henderson	Knees, shoulders, wrists (carpal tunnel), elbows, feet
Dr Chris Longstaff	Knees, shoulders, wrists (carpal tunnel)
Dr Elinor Mathieson	Knees, feet



PATIENT FEEDBACK ON THE NEWSLETTER

We would love to hear your feedback on the newsletter. Did you find it useful and informative? Is there something you would like us to cover in future newsletters? Do you have a non-clinical question that you would like answered? If so, email us at bassettroadppg@gmail.com or leave a comment in the PPG Comments Box in the surgery – with your contact details and we will get back to you.

If you would like this in a larger font, then please contact the editor on bassettroadppg@gmail.com