

Patient Participation Group NEWSLETTER

“Written by patients for patients”

Welcome to the second Caythorpe & Ancaster Medical Practice, Patient Participation Group's newsletter.
Issue 2 - July 2015

THE DISPENSARY

There has always been a dispensary attached to the practice going back some seventy years or more, as it is a rural practice, there is no local Pharmacy for patients to obtain medication from.

There is a legal distinction between a Pharmacy which is run under the control of a qualified/ registered Pharmacist and a Dispensary which is run by qualified dispensers working under the guidance/umbrella of the doctors.

The Dispensary Services Quality Scheme (DSQS) recommends a series of non-technical competencies in customer service, health and safety and team working, which staff must acquire to become proficient when working in the dispensary, and the Practice has achieved this every year since it was introduced. On spending a morning meeting the team and seeing them at work, they are a tight knit group that work cohesively together, care about the patients and Margaret takes great pride in taking on apprentices and training them for their future careers.

Following the Friends and Family Sessions in April, patients asked why in certain instances they had to wait so long for their prescription to be dispensed once they had seen the Doctor..... The processes below should explain this.

PRACTICE AND DISPENSARY CLOSURES
Bank Holiday - 31st August

CARE!! If you are ordering medicine after 6pm on a Friday the request will be processed on the Monday morning (if it isn't a bank holiday).

Firstly, there are two types of prescription, acute and repeat which we will take in turn.

Acute Prescriptions - for the management of an immediate problem...

Generated by the GP during the consultation and recorded on the practice clinical IT system



At the end of the consultation it is electronically transmitted to the dispensary



Patient advises the Dispensary Assistant that a prescription has been issued



Patient is asked to take a seat and will be notified once the prescription has been dispensed



The Dispensary aims for the dispensing process to take around ten minutes.

So what happens after you have taken your seat....?

- ❖ The Dispensary Assistant advises the Dispenser your prescription is on its way
- ❖ The prescription comes up on a job queue and the Dispenser prints it, and the labels

- ❖ Any controlled Drugs are legally required to be signed by a GP immediately
- ❖ Items are obtained from the shelf or fridge stock or the robot.
- ❖ The prescription is assembled, labelled, checked and packaged by the Dispenser.
- ❖ The dispensary Assistant issues the prescription and asks the patient any related questions, or gives the patient any related information.

There may be times when you may have waited longer. Things which can delay dispensing are:

- Taking a seat and not advising the Dispensary.
- The Dispenser does not receive the prescription until the GP has finished writing up the consultation, saved and exited the patient record.
- Controlled Drugs for legal requirements require the GP to sign the prescription immediately; they may have taken in the next patient.
- Specific brands of items need to be sourced & obtained
- Made to measure garments e.g. stockings.

This Issue

- 1 The Dispensary- The Prescription Process
- 2 - Ordering Repeat Prescriptions/ Other dispensary services
- 3 Charges/ Staff and their roles
- 4 Crisis in GP recruitment
- 5 Getting to know our GPs – Dr Thomas
- 6 Healthwatch update / Feedback form

Are you aware the Practice has a website?

<http://www.villagedoctor.co.uk/>
In the coming months this will be updated and have a new look.

Watch this space.....

USEFUL INFO	Address	Telephone	Dispensary	Fax	Late night opening	ISSUE 2 – Page 2/6
Ancaster	12 Ermine Street Ancaster, Grantham NG32 3PP	01400 230226	01400 231204	01400 230729	Tuesday 18:30- 20:30	
Caythorpe	52 High Street Caythorpe, Grantham NG32 3DN	01400 272215	01400 272770	01400 273608	Monday 18:30- 20:30	Dispensary closes 13:00-13:30 for lunch

THE DISPENSARY...Cntd

The vast majority of commonly used medications are held in stock, but if an item isn't in stock, you have the option of taking the prescription to an outside pharmacy or waiting for it to be ordered - typically it should be available the following working day. Occasionally, for some less commonly prescribed items or "special orders", the medication is sourced from the manufacturer or special laboratories and this therefore may take longer.

Repeat Prescriptions - are for the management of a longer term condition, they are already recorded on the clinical IT system and can be re-ordered as required providing that the review date is valid.

Usually all repeat dispensing is coordinated at Ancaster dispensary. For Caythorpe based patients, the medication is then delivered to Caythorpe each day.

A big thank you to the Dispensary Team for looking after me on an extremely busy morning, and answering all my questions.

TIP- If you are stabilised on your medication, order your repeat prescription two weeks prior to running out, that way it eases the pressure on you and is there ready for collection.

How to order repeat prescriptions...

1. Use the Online system
2. Post in the internal boxes
3. Leave a message on the answer phone
4. Request items face to face
5. Fax request

Did you know?

A £100 fine may be imposed on the patient if the declaration (reverse of the prescription) is inaccurately completed. If for example you ticked prepayment and it were no longer valid.

How to order your prescriptions

Online

All you need to do is contact the reception team providing your full name, date of birth and postcode. A letter will then be sent to your home address giving you all of the information you need to allow you to log on at

<http://www.villagedoctor.co.uk>

Prescriptions & Appointments

- Click on the link to log in

Postal

Please ensure you use the repeat medication slip provided with the medicines for your repeat prescription. Take care not to request all items unless they are all needed. If you don't place an order for a particular item it **won't** be removed from the list.

Telephone

If you have queries with your medication you would benefit from speaking with a dispenser in person, or leave a message on the answer phone asking them to call you. Please ensure you leave your full name, address, telephone number and details of the medication.

Medicine Delivery Service

A delivery service is available to those patients who are unable to collect medication from the practice. To enable the practice to work as efficiently as possible it is divided into a number of different routes which are colour coded.

Monday	Tuesday	Wednesday	Thursday	Friday
Green Route	Pink Route	Yellow Route	Blue Route	Orange Route
Caythorpe Surgery	Caythorpe Surgery	Caythorpe Surgery	Caythorpe Surgery	Caythorpe Surgery
Welbourn	Welby	Fulbeck	Welbourn P.O.	Frieston
Fenton	Londonthorpe	Leadenham	Carlton Scroop	Caythorpe village
Claypole	Belton	Brant Broughton	Wilsford P.O.	Cranwell
Stubton	Syston	Ancaster Surgery	Kelby	Rauceby
Gelston	Barkston		Ropsley	Ancaster Village
Marston	Honington		Aunsby	Ancaster Surgery

If you wish to have medication delivered, contact the Dispensary Manager so that the necessary arrangements can be put in place. To avoid the risk of your item not being in stock it is advisable to allow 5 working days.

E.g. If you live in the pink route area and have delivery on Tuesday your order needs to be in by the previous Tuesday.

THE DISPENSARY *continued*

Weekly prescription packs

These aid management of medicines so that they can be taken safely at the correct time without the risk of taking too much or too little. They can be provided for those patients who demonstrate a need. To discuss this further please speak to Margaret.

Please remember You need to show documentation each time you collect a prescription whether it be

- Prepayment certificate
- Medical exemption certificate or
- Letter re benefits

Current Costs

A single prescribed medicine - £8.20

A 3 month pre payment card PPC - £29.10
(Saves you money if you need more than 3 prescribed medicines in 3 months)

A 12 month PPC - £104.00
(Saves you money if you need more than 12 prescribed medicines each year)

Visit [NHS BUSINESS SERVICES AUTHORITY](#) for more info

The majority of prescriptions are issued using the chemical name of the medication, rather than the branded/ commercial name.

This may result in repeat medication appearing to look different/having different looking packaging each month. The actual medication is quality assured, in accordance with UK national guidance, and will therefore be exactly as effective as the branded alternative.

This is so the practice can prescribe in the most cost effective manner thus being good stewards of limited NHS resources. If you are insistent on a specific brand, this has to be sourced, and will result in delays in dispensing.

The Dispensary Staff and their roles

Dispensary Manager

(Margaret) Registered with GPhC.

Deals with training and ensuring service and standards are maintained to enable the dispensary to give the best possible service and give the patients what they need.

Trained Dispenser

*NVQ qualified - Pharmacy Skills Level 2
(Jeanette, Carol, Cathy, Sue, Rachel and Dolly)*

Get the acute and repeat prescriptions ready to be handed to patients or their representatives.

Order Stock, hand out controlled drugs, process requests for prescription items, answer the telephone, and handle patient queries. They can give limited advice and know when and whom to refer appropriate queries to. They are unable to advise if over counter medicines are suitable to take with prescription drugs.

Trainee Dispenser

*(Emma, Edward,
Tamara)*

*Trainee Dispenser/
Stock Controller*

Scott

Dispensary Assistant

(Dean and Sarah)

Hand out prescriptions.

Refer to a trained person as required.

Ask relevant questions e.g. allergy to penicillin. May advise patients to complete the course of tablets, or avoid alcohol.

Take payment in the form of **cash** or **cheque**.

Dispensary Administrator

(Sarah and Emma)

Process orders & delivery notes and invoices for the accounts department.

Deal with prescription payment queries.

Process collected prescriptions.

Delivery Drivers

*(Jo and Dave, Martin
- holiday cover)*

Medicine delivery service.

Other driving duties.

CRISIS IN GP RECRUITMENT

Crisis in GP Recruitment

In our recent Friends and Family sessions at the surgeries throughout April you overwhelmingly stated the one thing you thought the Practice could improve on was the length of time it took to get an appointment. You are not alone, most patients at most surgeries feel that way.

An RCGP analysis of NHS England's recent GP Patient Survey concludes that 2015 will see the fourth successive sharp year-on-year rise in delays for appointments. It calculates that patients will seek 370 million GP appointments this year, about 150,000 a day more than in 2010, and that population growth and the ongoing rise in the number of people with long-term conditions will see that continue to rise.

The general election has taken place and David Cameron has pledged he wants patients to be able to see a GP until 8pm every night and will recruit a further 5000 GPs. I'm sure as patients we would all love that convenience but how exactly they can do that is unclear. The simple fact is there are currently too few family doctors to deliver this pledge and too few wanting to enter General Practice as a profession.

There are just over **40,000 GP's** in England, and nationally we are 8000 GP's short without lengthening the working day. 1 in 3 training posts for trainee GP's across the country has not been filled, and as many as 2 in 3 are unfilled in large parts of the UK, triggering warnings of a major NHS recruitment crisis. According to the Royal College of General Practitioners (RCGP) – "more than 500 practices are under threat of closure, as so many doctors are close to retirement age and too few stepping in to replace them." In some parts of the UK a quarter of family doctors are over 55.

For those GPs we do have, their working day is not just a matter of seeing patients. It is a much more complex, physically demanding life, with soaring workloads, and high levels of work related stress. GPs want to provide better services and spend more time with their patients, especially the increasing number of older people who have a range of multiple health needs

that require intensive, co-ordinated care. As the population ages, GPs are managing diseases and conditions that would a decade ago have been automatically referred to hospital consultants.

With greater expectations and criticism put upon them, morale has been severely affected.

The top three factors GPs identified as undermining their commitment to the profession are:

- ❖ Workload
- ❖ Unresourced work transferred inappropriately to practices
- ❖ Insufficient time with patients

So more GP's are:

- Reducing their hours
- Planning to work abroad
- Taking early retirement or leaving the profession all together

GP Leader Dr Chaand Nagpaul stated "It's absolutely pointless promising 5,000 extra GPs within this parliament if we lost 10,000 GPs through retirement in the same period."

A recent BMA poll of more than 15,500 UK GPs showed:

93% believe a heavy workload had a negative impact on the quality of care.

Only **8%** felt 10 minute consultation times were adequate

Asked what measures could relieve pressure?

- ❖ 76% stated increased funding,
- ❖ 74% stated employ more GPs
- ❖ 70% wish for longer consultation times.

Even current GP trainees are enticed by a better working life balance and wages offered in Australia and New Zealand and plan to be working abroad by 2020. The NHS has missed its target to persuade 50% of medical graduates to become GPs rather than other sorts of doctor for the last two years. Within medical schools General Practice is thought of as the second rate citizen of medicine.

Applicants to Medical School tend to be 55% female, due to their work ethics in education, 50% of these will qualify, but will then go on to request, flexible working patterns/career breaks. 40% will drop out

done to retain these, and recruit more male GPs.

What does that mean for our region East Midlands?

With 1/3 of GP vacancies remaining unfilled it is estimated that in five years it will greatly affect our region. Some vacancies have attracted zero applicants in 18 months. Lincolnshire itself is primarily rural, with no medical schools close by to attend. The younger generation usually prefer to settle in the city where there is a good social life, so with little new blood entering the profession it has meant reshuffling Doctors within the existing practices in the area.

How does that affect our surgery?

For stability in the practice and welfare of patients the Practice feels they need to cultivate doctors of the future. The Practice dedicates and invests a lot of time training those GPs.

They have been particularly lucky in that training doctors have returned to take up full time GP positions. Dr Rhian Thomas is a recent example of this following the departure of Dr McCready and her recruitment has seen an additional seven surgeries a week. Unfortunately resources do not dictate the possibility of further recruitment, but all the Practice GPs are passionate in providing you with the best possible care within their means.

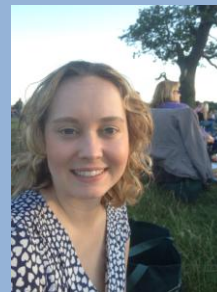
Do you have any suggestions for future articles?

**Send your suggestions to
villagedoctorppg@gmail.com**

Would you like to receive a colour newsletter by email?

GETTING TO KNOW OUR GP's

Dr Rhian Thomas



RHIAN LOUISE THOMAS

Age 29

Place of birth – Carmarthen, South Wales

Working at both Ancaster and Caythorpe surgeries.

How long have you been in Practice? I went to Medical School in Edinburgh, qualified in 2009, and did the majority of my GP training at Ancaster. I became a qualified GP in August 2014, had a GP position in Newark before starting here at Ancaster on 7th May 2015.

If you could be or do anything else what would it be? Dr Thomas speaks with a real passion...I honestly couldn't see myself doing anything else. From the age of 15 I always wanted to be a Doctor from watching medical documentaries. Those documentaries are nothing like the job I do now, and it is not what I thought it would be, but is in fact much better.

If I had to retire I would run an Old English Sheepdog Sanctuary!!

What do you specialise in? Contraceptive coils and implants. One of my responsibilities at the Practice will be for "Admission Avoidance" that is ensuring patients do not go into hospital unnecessarily and receive the appropriate outside care they need in the community.

What do you like most about the job? It is the variety of work; I learn something new every day, and I love getting to know people and their families over time.

What do you like least about the job? Never feeling like I can give the patients the time they fully need within the time constraints of the appointment.

What advice would you give a new GP? If you are thinking of studying don't be put off if you do not think you are academic or scientific enough. Being a doctor is more about communicating and people skills and applying your knowledge. You need to be an all rounder and be hard working; having a real passion for what you're doing is the most important thing.

To doctors who are thinking of becoming GPs, I would say that it is much harder work than you think it will be, but also a lot more rewarding. You get so much more back from being a GP.

What interests do you have outside work? I am training for my first long distance triathlon in the summer. I have done some short distance ones, but this involves a 2.4 mile swim, 112 mile bike ride, and followed by a 26.219 mile marathon. As this is my first I would like to achieve a time within the 17 hours allowed

COMING NEXT ISSUE

How to get the best out of your consultation time.

Getting to know your GP- Dr Gilmore.

The role of reception.

The Care Quality Commission – What it means to the practice.

What is your earliest memory? I was 3 or 4 years old, and getting lost at the Pirate ship in the Sundown Adventure Park. It turned out I was not properly lost at all!

What are you most proud of? The nice feedback that I get from patients is what keeps me going.

What do you do to relax? I have a four year old, Old English Sheepdog called Alfie and love taking him for a walk. I like baking, but then you have to eat it afterwards!!! I did suggest Dr Thomas could share her skills with the Practice staff instead, so they may be in for a treat or two!!

What one word would you use to describe yourself? Contentious

What one word do you think patients would use to describe you? The comments that I get most from patients are that I am "young" or "I expected you to be a man"!!

Views on the training process... Dr Thomas spent 16 months of her 20 months General Practice posts at Ancaster and you can clearly see her commitment and enjoyment for the training process.

General Practice is a three year scheme rather than the five years for other specialties, and Dr Thomas stated she wished the program could be extended to five years, not that the current period wasn't sufficient to be qualified enough, but to get the chance to get involved in different areas in the hospital and the community.

She enjoyed her time training and working here, and always hoped there may be an opportunity to return, so was very pleased when there was.

We hope she will be happy at the Practice and wish her every success.

WE NEED YOU!!!

We are looking for more PPG volunteers

Are you interested?

Email - villagedoctorppg@gmail.com.

Or

Contact the Practice Manager, Adrian on 01400 230226 or 01400 272215.

HEALTHWATCH LINCOLNSHIRE

Healthwatch Lincolnshire

Healthwatch Hubs

Caythorpe & Ancaster PPG is now a Healthwatch Hub and will soon be collecting patient views about Health and Care experiences, doctors, hospitals, pharmacies right through to any care you receive in your home. All information is collected confidentially and will be fed into the next South West forum on 24th September, if you have any experiences you want to tell us about please contact a member of the PPG or Healthwatch on 01205 820892 and ask for Julie

General Healthwatch feedback

- We continue to receive issues from general members of the public, the key area currently for the Sleaford and Grantham area is lack of access to NHS dentists and as a Healthwatch we will be working with NHS England to escalate this issue.
- We have just finished a piece of work on whether patients know about and feel they get 'patient choice' when being referred from their GP, our findings will be published

shortly.

- We are still working on our seldom heard projects until the end of July, so if anyone has access to people who either receive home care or are housebound who wouldn't mind spending 10 minutes completing an anonymous survey which we could send them, please get in contact with Nicola on 07436 582001 (FREEPOST envelopes will be provided for free return).
- We completed 4 GP practice 'enter and view' visits during March and two of those practices were within the Southwest area (New Springwells Practice and Swingbridge. Medical Practice), reports will be available shortly. Some of our up and coming visit work will be focusing on Out of Hours services for patients and mental health services.
- We have recently advertised for 2 part-time posts and have now recruited Hannah to support our engagement activities and Chris who will be expanding our signposting, advice and guidance team.
- We are now recruiting new members, membership will fall into two categories, 'active and associate' so if anyone wishes to be a free member and receive regular e-news updates please email info@healthwatchlincolnshire.co.uk
- We also continue to recruit volunteers who can get involved with our Healthwatch promotional activities, if you are interested please contact Annette on 01205 820892

We'd love to know what you think of our newsletter. If you have suggestions for future content, or wish to give us feedback, please contact villagedoctorppg@gmail.com

Caythorpe & Ancaster Medical Practice PPG (Patient Participation Group) **HAVE YOUR SAY – "PLEASE HELP US TO HELP YOU....."**

Please use the space below to let us know if you have any suggestions for future newsletter articles or have any views regarding the Practice itself which you would like raised anonymously on your behalf. These may just be little niggles but can be very easily rectified.

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- ☐ I would like to receive the colour newsletter by email
- ☐ I am interested in becoming a PPG member

Name..... Telephone (optional).....

Email Address.....

Thank you from the PPG.
Email - villagedoctorppg@gmail.com
Facebook – Caythorpe and Ancaster PPG