

Notes from “Friends of Gratton” meeting Wednesday 26th June-6pm at the Surgery

Update from the Practice

- Dr Celia Cornes was now working regularly for the Practice for the next 6 months.
- The 2 Registrars- Drs in training- are coming to the end of their allocated time with us.
- The Practice will have a new Registrar in August

Many thanks to all our patients who attended the meeting- it was a really hot day, so thank you to all of you for making the effort. It is much appreciated.

The Proactive Care team

Nurse Ruth Porter, who heads up the Practice proactive care team explained the team’s role to the Friends

- The team work with patients from the Practice who are aged 70 plus
- Their role is to keep the over 70’s as healthy and independent as possible, and to avoid hospital admission where appropriate.
- The team of nurses are assisted by an administrator and a health care assistant.
- The team carry out full assessments of patients in their own homes and put care plans into operation.
- While seeing the patient, the team also screen for other medical conditions to catch any problems at an early stage. This will include blood pressure, arterial fibrillation, weight loss generally, memory loss and postural hypertension.
- They also pick up on social isolation and can refer on to the social prescribing team for support.
- The team are based at the branch surgery in South Wonston.
- The team take referrals from anyone, but mostly GP’s, the frailty team at the hospital. Also, any patient who has been on the proactive care team previously is able to contact them again if required
- The team can order equipment to help patients at home, refer to social services, refer to Voluntary organisations and access the continence service, physios, occupational therapists if appropriate.

It was noted that rural isolation is a real problem in the practice catchment area, and that a similar service would be very helpful for young people and new mums. It was noted that there are several “tots” groups which have been noted on the Practice Directory of Services, and that this cohort of patients can be supported by the social prescribers and the health visitors.

It was noted however, that there could be more support for this cohort of patients.

Lande had received details from several of the “Friends” that they would be interested in supporting patients who needed a regular check in, or to become a “phone a friend” Please could anyone interested in working alongside Ruth and her team contact Lande, so we can move this on.

The prescription collection service from South Wonston

Huge thanks were given to Tim Murphy for manning the service for the last 8 weeks and working with the practice to iron out all the problems. Also thanks was given to Eileen Bolton for her leaflet drops and posters which she arranged to go up over South Wonston.

- The latest statistics for the first 8 weeks of the service were shared with the group.
- On average around 100 prescriptions per month had been collected from South Wonston- this translates into 200 patients who did not have to queue up at the Gratton dispensary.
- Ideally the practice would like to see these numbers increase.

- There is still one month to go of the pilot period, after which the practice will need more volunteers to going forward to deliver the service. Volunteers will need to be DBS checked.

Actions form the discussion.

The “ Friends” present were very keen to help ensure the service continues, and suggested the following

- Please could anyone belonging to a group or a Club in South Wonston help to publicise the service
- Flyers to be put into the parish magazines- Lande to organise.
- Please could any other members of the “Friends” who would be keen to go on a South Wonston rota contact Lande direct.

There was a discussion around text messaging not reaching mobile phone numbers. There could be 2 reasons for this.

- The mobile number inserted on the NHS App is not the mobile number the practice dispensary would contact the patient on. Please could patients check that the practice has the latest, and correct mobile number on the surgery system at your next visit, if you are having problem
- It could also be a case of the practice having to record that consent has been given to contact the patient by text- you can also check this with the front desk team on your next visit to the surgery.

The NHS App

After the last meeting of the “Friends” the Practice has investigated how it could help our patients both install and use the NHS App on their mobile phones. The plan we have put in place is as follows.

- A member of the Practice Admin and Care co-ordination team- Hazel, will become fully conversant with the installation and use of the App.
- Hazel will then run training sessions for the Admin team in house so that we are ready to support patients on a one to one basis.
- The Practice will then run both booked and open sessions where patients can come in with their phones and have this one to one training.

This will help our patients not only get to know the members of the team you speak to on the telephones and help you with your medical problems, but will also enable you to order repeat medication, make appointments and access test results all without having to contact the surgery direct. We envisage these sessions to start after the summer holidays- we will keep you all informed.