

Victor Street Surgery

ISSUE 1

MARCH 2019

March Newsletter

Welcome!

Special points of interest:

- *Revised opening hours*
- *Extended Hours*
- *HUB appointments*
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- *Prescriptions*
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- *ANP's*
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Welcome to Victor Street's first Newsletter.

We have had a busy start to the year following the 'Great Flood of Victor Street' back in October 2018.

We are pleased to announce that we are in the process of taking the necessary steps to start building works to repair the damage caused in our reception and ground floor waiting area within the Surgery.

This is an exciting time for us as we are all working hard behind the scenes to make plans for many improvements across the Surgery which we are sure our Patient's will love!

Revised Opening Hours

We have recently taken the decision to revise our surgery hours. We continue to be accessible by telephone between 08.00am - 6.30pm Mon - Fri. However, our main doors will now open between the hours 08.30am - 12.30pm and 1.30pm - 6.00pm daily. If you have a pre-booked appointment

We appreciate it has not been easy for our Patients during this difficult time, as we have worked out of many of our neighboring surgeries, set up a Portakabin in our Carpark to use a reception and house our receptionists who man our telephones and even worked outside in the cold directing patients in the immediate aftermath of the flood!

Your patience and understanding with us during this difficult time has been overwhelming; so a big thank you from us all!

We aim to keep future disruptions to a minimum, however we would ask for your continued patience with us just a little longer while the repairs are carried out.



outside of these hours, we would kindly ask that you ring the doorbell at the far end back door in the rear carpark, where you will be met by a member of staff to let you in.

For those wanting to book a same day appointment, we would strongly recommend that you call the surgery at

8.00am. We know the phone lines can be busy at this time, however, please stay on the line and your call will be answered as quickly as we can.



Extended Hours

Did you know that we offer additional appointments outside of our normal surgery hours to help those in full time employment who find it difficult to book appointments during normal surgery hours?

We offer early morning GP and Nurse appointments from 7.30am Mon – Fri as well as a late evening surgery every Tuesday from 6.30pm - 8.00pm and a Saturday morning surgery once a month. Please ask for more details of these appointments at reception.

If you book one of these appointments, please be aware that you will

need to access the surgery from the rear of the building and ring the buzzer to gain entry at the far back door.

If these appointments are still not suitable for you, then please ask our receptionists to book you a HUB appointed available 7 days a week at various locations in the city.



What are HUB Appointments?

"GIVE PATIENTS ACCESS TO MEDICAL HELP FROM 8AM TO 9PM SEVEN DAYS PER WEEK"

Southampton Primary Care Limited has introduced a new initiative to give patients access to medical help from 8am to 9pm seven days per week.

These services

will be offered from "Hubs" located at the following GP surgeries.

Aldermoor Surgery, Shirley Health Partnership, Lordshill Health Centre, Portswood Solent Surgery, St. Marys Surgery, Woolston Lodge Surgery & Chessel Practice.

To access appointments at one of the hubs please contact the surgery or the 111 service (evenings or weekends) who can arrange this on your behalf. Please do not contact the Hubs directly as they will not be able to book the appointment for you.

There are various HUB appointments available, such as: -

- **GP appointments**
- **Contraception service** - Intrauterine device (coil), implant counselling and fitting. Emergency contraception service
- **Full nursing service** including: Blood Tests, Blood Pressure Checks, Blood Pressure 24 HRS (ABPM), Simple Dressings Asthma Reviews and Spirometry testing, COPD Reviews and Spirometry testing, Ear Syringing, ECG's, Health Checks, Staple Removal, Stitch Removal and Wound Gluing, Diabetic Review (including Foot Assessments), Doppler (ABPI), & Emergency hormonal contraception

e-Consult

Did you know that you can now get Medical Advice 24/7 using e-Consult. Patients can check their symptoms anytime, anywhere, and receive medical advice and treatment guidance, be it in the middle of the night or at their desk during the working day. We will respond within 2 working days which is often much quicker than booking a routine appointment. Visit our website www.victorstreetsurgery.nhs.uk and follow the link for e-Consult.

What are the benefits for Patients using e-Consult:?

- **Get The Answer Sooner**
- **Capture Critical Illness Earlier**
- **Feel More Satisfied**
- **Diagnosis Without Leaving Your Desk**
- **Medication At Your Convenience**



Prescriptions

Why do prescriptions take 3 days to process?

Each week our prescriptions team deal with a vast number of prescription requests. Each request has to be looked into individually to ensure it is safe to issue and that the Patient is up to date with their medical reviews/ have had any necessary blood tests or blood pressure checks etc. Once the prescription has been generated it is then passed onto your GP, who will check that they are happy to prescribe before they authorise and sign the prescription.

The signed Prescriptions are then passed to our Receptionists who then

carry out a number of checks to ensure that all prescriptions are signed, Controlled Drugs are logged and Prescriptions that will be collected by pharmacies are separated and logged. They then file all prescriptions for collection.

At times, some of the requests are acute/one-off requests from patients, these can often take longer to process as the prescription team will pass each of these requests to your GP for authorisation, who will need to know the reason for each request and it may be for some, that a review with the GP is required first.

In order to reduce any unnecessary delays we would recommend that

you order your medication in good time (one week prior to running out is ideal), supply us with a reason for any early & acute requests and that you allow a full 3 working days for collection.

We understand that keeping a track of your medication can be tricky, especially if you take a number of different ones or you work full-time, if this is the case you can speak to your local pharmacy to see if they have the capacity to manage your medication requests on your behalf . If you are stabilised on a long term medication, you may also be suitable for repeat dispensing where your pharmacy will be issued 6 monthly prescriptions for you in advance.

EPS

If you get regular prescriptions, the Electronic Prescription Service (EPS) may be able to save you time by avoiding unnecessary trips to your GP.

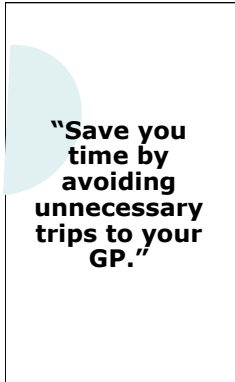
EPS makes it possible for your prescriptions to be sent electronically to the pharmacy or dispenser of your choice.

Choosing a pharmacy or dispensing appliance contractor to process your EPS prescription is called nomination.

This means you'll no longer have to collect a paper repeat prescription from the Surgery – instead, you can go straight to the nominated pharmacy or dispensing appliance contractor to pick up your medicines or medical appliances.

Because your pharmacist has already received your electronic prescription, they are often able to prepare your items in advance, so you just have to pick it up with no extra wait. However, this depends on the capacity of pharmacists on the day, and may not be possible all the time.

You can also order your repeat prescriptions online via our website providing you have signed up to our online services. Please see our Receptionists, for additional information and to set up an online account / nominate a Pharmacy.



Advance Nurse Practitioners (ANP's)

We are pleased to announce that we have two newly appointed Full-time ANP's here at Victor Street Surgery; Mel Loveridge and Sherly Paul are both highly skilled Nurses who can deal with a wide range of issues, such as:

acute infections, UTP's, Skin infections, ENT infections, Blood pressure titration, Chest infections/ COPD/Asthma exacerbations, Headaches and Musculoskeletal

aches & pains and more.

Both of our ANP's can prescribe medication to treat these conditions and offer both pre-bookable and on the day appointments which enables our GPs to deal with Patients with more complexed issues. In time, we believe this will ease some of the current pressures regarding appointment availability, resulting in Patients being seen much more quickly.

Our Receptionists have now been

instructed to ask Patients for a brief reason for your visit to enable us to book you in with the best clinician, first time. They have been fully trained to be able to triage calls, and to signpost accordingly.



Victor Street Surgery

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Updates

Flu Vaccinations

Regrettably, we do not have any vaccines left in stock at the Surgery, due to loss of supplies during our flood. Local pharmacies may still have stock but you would need to check directly with them.

However, next year we would recommend that you attend one of our designated flu clinics held at the start of the flu season!

Farewell Dr Rall

After nearly 20 years, Victor Street's very own guitar hero, Dr Rall, will be leaving at the end of March. He has new adventures calling him for 2019 which we are looking forward to hearing all about! In September, we will be welcoming a new GP, Dr Naomi Jeffery who will cover 3 days per week. In the interim period, Dr Rebecca Brown will be looking after Dr Rall's patient list.



TARGET

TARGET is a scheme that brings our city's GPs, Practice Nurses and HCAs together every two months to learn new skills, hear about new treatments and share good practice.

We think it will mean better services all round – that's what we're aiming for!

It means that Victor Street Surgery will need to close for one afternoon every two months but we will ensure that medical care will be available when you need it.

The surgery will therefore be closed on the following afternoon but the Out of Hours service (which can be accessed by calling 111) will cover:

Wednesday 13th March 2019

TARGET stands for Time for Audit Research Governance Education and Training

and all of these things are important in ensuring that surgery staff can do their jobs as effectively as possible.