

# Reach Healthcare

Responsive • Excellent • Approachable • Clinically Led • Holistic

## Patient Newsletter



### WELCOME To your patient newsletter!

This is where we will keep patients up to date with practice news and changes, and hopefully improve communication between us and you. We aim to release this quarterly.

#### Patient Participation Group (PPG)

Our PPG is a very important part of Reach Healthcare. It is a group of patients who allow us to hear comments, views, ideas, and patient experience to support improving patient service.

If you would like to become a **member** of our PPG, please pass your details to our reception team, OR send request for information to [kmicb.feedback.reachhealthcare@nhs.net](mailto:kmicb.feedback.reachhealthcare@nhs.net)

**Help us to help you.**

#### Anima

Thank you for your patience while we transitioned to Anima. We appreciate this was a frustrating time while we worked to get all the processes in place for both patients and the practice. We review our processes continuously to ensure they are effective.

**Anima** is a system that allows our clinical team to action your requests efficiently. When you submit a request, this goes straight to our triaging clinicians who review it and assigns you to the most appropriate team, or books you an appointment with the most appropriate clinician.

#### Do you need help to register for Anima? Or know someone who does?

If so, our PPG members will be trained to help you set it up. Dates they will be in the waiting rooms to assist will be made available soon. If you have friends or relatives who would like this help, please let them know.

#### Flu & Covid Vaccine Clinics

We have started administering the Autumn Covid Booster Vaccines and Seasonal Flu Vaccines to **eligible** patients. All the team are working very hard and doing overtime to deliver the Autumn Vaccine programme.

The practice will continue to contact patients by sending text messages, direct calls, or letters, and will let you know when you are eligible to book your vaccines.

We have had Saturday clinics throughout October and will also have these throughout November to give more flexibility for booking. Please note, for reasons of safe delivery of the vaccines, we will not currently be offering walk-ins, but by appointment only.

We will be adding new flu/covid appointments throughout November, as well as offering a range of reviews and appointments alongside the vaccine programme.



#### **In this newsletter:**

- Patient Participation Group
- Anima
- Flu/Covid Clinics
- Clinicians
- Afternoon Closures

#### Average Call queue times

June 2023: 9 minutes

27 seconds

July 2023: 6 minutes

42 seconds

August 2023: 5

minutes 25 seconds

September 2023: 7

minutes 55 seconds

#### Upcoming Surgery Afternoon Closures

As you may be aware, the practice closes one afternoon a month. This is called Protected Learning Time (PLT). On these afternoons, cover is put in place by MedOCC and NHS 111 so that our patients can still access medical care if required.

#### Afternoon Closure Dates

**Thursday 16<sup>th</sup> November-  
Closed from 12:30pm**

**The surgery will re-open the following day at 8am.**

October 2023

### Clinicians

Over recent months, we have had lots of new clinicians join our team!

We have GPs, Practice Nurses, Advanced Nurse Practitioners, Paramedics, Physician Associates, Pharmacists, Nursing Associates, Health Care Assistants.

All the above roles are essential to the practice and having these colleagues makes services more accessible and appropriate for you, the patient.

We also have prescribing and non-prescribing clinicians. The only difference between the two is that non-prescribers cannot sign a prescription.

However, they will pass it to a prescribing clinician to be signed.

### GPs

A GP is a doctor based in the community (primary care) who have a wide knowledge of general medicine. They treat and help to manage patients with minor and chronic illnesses and refer patients with serious conditions to a hospital (secondary care). They also provide support to the nursing team and allied health professionals.

**(Female) Dr S. Lall, Dr S.P. Singh, Dr A. Oustayiannis, Dr A. Yemane, Dr M. Alvi, Dr L. Garcia, Dr S. Hassan, Dr F. Anyalezu**

**(Male) Dr B. Sinha, Dr O.S Singh, Dr P. Musoke, Dr C. Shum, Dr S. Jha**

### **Physician Associate (PA)(Simisola)**

Physician associates are medical clinicians who work as part of the general practice team with supervision from a named GP. Physician associates can take medical histories, carry out physical examinations, formulate differential diagnoses and management plans. They can develop and deliver appropriate treatment and management plans, request and interpret diagnostic scans, provide health promotion and disease prevention advice. Physician Associates can see patients of all ages and are especially good at managing acute conditions.

### **Paramedics (Scott, Harry, Keeley, Becky)**

Paramedics are a first point of contact clinicians who specialise in emergency care/treatment along with minor injury and illness. Paramedics can complete a number of referrals, including referring for diagnostic scans/tests and are able signpost to alternative care options.

### **Advanced Nurse Practitioners (ANP) (Kemi, Wadzanayi)**

ANPs deliver care for acute medical issues and minor illnesses. They can process referrals, perform physical examinations, make decisions on treatment plans and signpost to alternative care options.

### **Clinical Pharmacist (Dignity)**

Clinical Pharmacists provide direct patient care and comprehensive medication management.

Pharmacists manage long-term conditions, ensure safer prescribing, manage repeat prescription authorisations and reauthorisation, acute prescription requests, while addressing both the public health and social care needs of patients in the practice.

### **Practice Nurses (Julie, Zoey, Sharon, Sharon H, Kirsty, Anne, Tina, Rose, Steph)**

Practice nurses deal with a huge variety of things such as Smear tests, contraception, vaccinations, health monitoring and promotion (and a whole lot more!). Some of them also specialise in Chronic illness such as Asthma, COPD, Diabetes, Heart Failure, Dementia and Learning Disabilities. Some of our Practice Nurses are also qualified in minor illnesses and can also prescribe.

### **Health Care Assistants (HCAs) (Lloyd, Emma)**

Healthcare Assistants (HCAs) work within a range of NHS hospitals or GP settings under the guidance of a variety of healthcare professionals. The nature of the role will vary depending upon the area of work. A HCA working in general practice will be required to carry out a number of important tasks within the practice such as ECG's, Blood Pressures, B12, Various immunisations (Shingles, Pneumonia), Pulse and general observations, simple wound care. As well as assisting the other Nurses, NAs and Doctors within their team.

### **Nursing Associates(NAs) (Megan, Paige, Esther)**

NA's work as a part of the nursing team to support patients and contribute to the core work of nursing. They work as part of a multidisciplinary team to support nurses and other health care professionals to deliver high quality care. By bridging the gap between health care assistants and nurses, this allows nurses to have the capacity to carry out more complex clinical duties.