

# NUTGROVE VILLA SURGERY

## NEWS LETTER

Quarter 1  
January 2024

HAPPY NEW YEAR  
TO ALL OUR PATIENTS

**Welcome to our very first Nutgrove news letter! Each quarter (Jan-March, April-June, July-Sept, Oct-Dec) we will be releasing a news letter for patients to keep you up to date with the latest information going on at Nutgrove surgery and other helpful information we think our patients would find useful. In this first edition we have included our call statistics, the best services to use in different situations and a day in the life of a receptionist/care navigator so our patients have an understanding of what it is they do day to day.**

Upcoming in Nutgrove 2024:

A new phone system will be coming into place, this system will hold your place in the queue when you call us, you can then hang up and when you get to number 1 in the queue our phone will automatically call you back to remain your place in the queue

**Would you like to book appointments online, request prescriptions and view your medical records? Ask us today about patient access.**



**Have you had your Flu Jab? The flu vaccine helps protect against flu, which can be a serious or life threatening illness. Contact the surgery now to book in.**

At Nutgrove, our staff deal with a wide range of problems and we are always happy to help. However we are part of a broader health team in the community and have many other services and options that may be suited to patients needs. See below some examples.

<p><b>Self-care</b></p> <ul style="list-style-type: none"> <li>Grazed knees</li> <li>Sore throat</li> <li>Coughs &amp; colds</li> </ul> <p>Visit <a href="https://www.nhs.uk">nhs.uk</a> for self-care advice</p>	<p><b>Pharmacy</b></p> <ul style="list-style-type: none"> <li>Headaches</li> <li>Upset stomach</li> <li>Aches &amp; pains</li> <li>Bites &amp; stings</li> </ul>	<p><b>111 NHS 111</b></p> <p>Visit <a href="https://www.nhs.uk">111.nhs.uk</a> or call 111 for advice and support</p> <p>24 hours a day 7 days a week</p>	<p><b>GP</b></p> <p>Call your GP for symptoms that won't go away</p>	<p><b>Minor Injury Unit</b></p> <p>Urgent but not life-threatening</p> <ul style="list-style-type: none"> <li>sprains</li> <li>fractures</li> <li>burns</li> </ul>	<p><b>999 A&amp;E</b></p> <ul style="list-style-type: none"> <li>Unconscious</li> <li>Breathing difficulties</li> <li>Stroke</li> <li>Heart attack</li> <li>Heavy bleeding</li> <li>Severe burns</li> </ul>
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#ChooseWell

Call statistics for last 3 months (September 2023-December 2023):

Target percentage of calls to answer: 90%

Actual percentage of calls answered: 93.04%

Calls handled: 8941

Average Queue time:  
1 minute 25 seconds.

We are 3% above target for our phone data!

### Have your say...

What would you like to see in the news letter? If you have any queries or ideas you would like to see in the news letter please let us know. These news letters will be produced with help from our Patient Participation Group.

### Our appointment system:

- On the day appointments: Released at 8am—this is for both telephone and face to face.
- Prebook appointments: you can call any time the surgery is open to pre book an appointment. Our appointment calendar goes up to 4 weeks in advance —this is for both telephone and face to face.
- Patches: these are online appointments. You can access patches via our website and submit an online consultation with photos, the GP will be given this, and you will then be given a response from our clinical team or care navigators.
- Home visits: you can request home visits if a patient is severely frail or housebound. When this is asked for we discuss it with the GP who will call the patient or the patient's family and arrange a home visit if needed.

### Medical terminology

We know for some patients a lot of medical words can sound frightening when they're not heard on a day to day basis. Because of this we thought it would be helpful to put a few medical terms in each news letter for patients to have a better understanding of medical terminology. Example:

Phleb = vein

Otomy = cutting into or making an incision into

Phlebotomy = taking blood (making an incision into a vein)

term	meaning	example
Ectomy	Removal of	Tonsillectomy—removal of the tonsils
Contusion	Direct blow to the body	Also known as a bruise
Hyper	Above/high	Hypertension—High pressure within a vessel (high blood pressure)
Hypo	Low/below	Hypotension—low pressure within a vessel (high blood pressure)

A day in the life of a receptionist/admin:

Time	Job	Continuous along side other jobs
8am	<p>The on the day appointments unblock and the receptionist begin to take calls. The receptionists are fully trained care navigators, meaning they are trained to ask what the problem is the patient is having and be able to deal with it appropriately. They are trained in knowing whether a patient should be booked with:</p> <ul style="list-style-type: none"> <li>The pharmacist</li> <li>The GP</li> <li>The Nurse</li> <li>The Healthcare Assistant</li> <li>The First Contact Practitioner</li> <li>The Urgent Care 24 department</li> <li>The social prescriber</li> <li>The Mental Health Nurse</li> <li>The Pharmacist</li> </ul> <p>And other services such as a referral to a local pharmacy.</p>	
9am	Receptionist then begin to complete prescription requests including any received via email, handed in in paper form and over the phone from housebound patients.	Alongside answering phone calls
10am	The receptionists will then check another one of the surgeries email accounts for any queries received from hospitals or consultants. Alongside this they will also be completing any tasks the GP's may send to them including calling patients with abnormal results or liaising with consultants about ongoing patient issues.	Alongside answering phone calls and processing incoming prescriptions
11am	All of the post should have arrived by this time. These are date stamped and then scanned onto the system electronically. Once they are scanned on each letter is read and then coded onto the patients file to keep their medical record up to date e.g. any new diagnosis, any allergies, any procedures etc. We also receive letters electronically at all times throughout the day which are also coded. All these letters are put into a workflow and dealt with accordingly by clinical staff.	Alongside answering phone calls, processing incoming prescriptions and processing tasks from hospitals & GP's
1pm	Referrals are then processed. Any urgent referrals are processed before this time but any routine referrals are done around this time.	Alongside answering phone calls, processing incoming prescriptions, processing tasks from hospitals & GP's still reading and coding letters
3pm	<p>The receptionist each have their own jobs which they will work on in this time. These include:</p> <ul style="list-style-type: none"> <li>Monitoring hospital DNA's</li> <li>Recalling patients who are due for annual reviews</li> <li>Processing incoming and outgoing records for new patients</li> <li>Arranging the baby immunisation clinic</li> <li>Arranging the minor surgery clinic</li> <li>Processing insurance/medical reports</li> </ul>	Alongside answering phone calls, processing incoming prescriptions, processing tasks from hospital and still processing any urgent referrals that come in.
6pm	The staff will check all of the fridge temperatures to maintain the cold chain for vaccinations and stock up all the rooms with the necessary equipment for the clinical staff for the next day.	Alongside answering phone calls, processing incoming prescriptions, processing tasks from hospitals & processing any urgent referrals that come in