



Practice Update

August 2019

All the staff, medical and administrative, has been as busy as ever through this long, hot summer keeping the Practice running smoothly!

Staff Update:

New Nurse Practitioner **Lucy** has now joined the team and is settling in well. She will work mainly in the Urgent Care Clinic and this will release a GP from Urgent Care to take routine appointments.

A new apprentice, **Poppy**, joined last month and she too is settling in nicely. Several apprentices have already gone through the system at Newton Place and they remain employed, which is very good news.

Next month the Prescribing Team will welcome a new member, **Lyndsey Lottie**, who has been working across admin/reception and prescriptions, will also be formally joining the Prescribing Team as from 1 September.

Not such good news that **Dr Wyeth** has now retired and there is no doubt that patients and staff will miss him. But he is looking forward to a well-deserved retirement and we all wish him well.

The Practice is currently advertising for a GP but so far have had no response. However there are one or two possibilities so let's keep our fingers crossed!

Also one of the secretaries will be going on maternity leave later this year. Advertisements have been placed for a temporary secretary to cover and interviews will take place shortly.

Patient Numbers:

Patient numbers are still rising at Newton Place, currently standing at 18,392 which is 148 more than last quarter.

Routine Wait:

Unfortunately the routine wait time has crept up again and is currently at about three weeks. This is due to the holiday season but there is also a possibility that it may get worse due to Dr Wyeth retiring and other GPs reducing their sessions.

However, the team is doing their best to minimise the problem for patients and the new system of holding back some appointments does help.



Routine Appointments:

Below is a percentage break down of how the GP's routine appointments are now being released:

- 14% saved for GP to book for follow up appointments
- 14% opened 48 hours prior to appointment date
- 29% opened 2 weeks prior to appointment date
- 43% opened 5 weeks prior to appointment date

In addition, telephone consultations are being used for medication reviews and follow-ups.

Urgent Care Clinic:

The Urgent Care Clinic has been re-branded with a poster giving clear information on what is and is not appropriate to be seen in this clinic. Using these guidelines, if the clinic is used appropriately, it will alleviate pressure on the clinicians and patients.

Research Clinic:

People in Faversham who are feeling low are able to take advantage of a trailblazing new project to help boost their mental health.

The pilot will run for a year from Saturday 6 July and is open to all people registered with a GP in Faversham. People can either be referred to the clinic from their own GP or other health and social care professional or they can simply turn up on the day.

The clinics are held at Newton Place Surgery and are staffed by a multidisciplinary team of health and social care professionals, including One You Kent lifestyle advisers and staff from Faversham Counselling.

Primary Care Networks*

*PCN means a network of doctors and other health providers such as nurses, dietitians and pharmacists, working together to provide excellent health care.

Dr Lanker, GP at Newton Place, and **Dr Moore** of Faversham Medical Practice, are now sharing the Clinical Director role and are holding formal board meetings finalising the formation of the PCN. They are looking at social prescribing and recruiting a Clinical Pharmacist. These issues will be discussed at the next joint PPG* meeting. *Patient Participation Group

Building Project:

The team has been enthusiastically progressive with the project, but is continually coming up against barriers with NHS England requesting further details. An emergency meeting has been called for next week for further discussion but sadly at this stage it looks unlikely to proceed. Local MP Helen Whately has written to the CCG* supporting the project and we are hoping she will now take it forward to NHS England. (*Clinical Commissioning Groups are responsible for implementing the commissioning roles as set out in the Health and Social Care Act 2012.)

As you can see from this Update, the entire staff team continues to work very hard to bring us, the patients, the very best service they can - often against all odds! We very much appreciate this.

