



Practice Update

October 2019

Staff Changes:

Just a few changes to the Practice staffing and firstly of course Dr Wyeth has now left Newton Place and the staff are already missing him! But they're all keeping very busy and are currently in negotiation with a GP who has recently moved into the area and - if all goes to plan - she will start in the New Year.

The new member of the Prescribing Team, Lynsey, started last month and is settling in well and has now been joined in the Team by Lottie - welcome to you both!

On the Reception desk, Emma has now gone off on maternity leave and will be returning in about 12 months' time and Beckie, one of the secretaries, will be starting her maternity leave this month and will also be off for about 12 months. We wish them both well, meanwhile a temporary secretary has already been recruited to cover Beckie's maternity leave.

Patient Numbers:

With the gradual increase in the town population, it will come as no surprise to read that, as at today's date, the total patient number for Newton Place is now 18,491 which is 99 up on last quarter.

In line with many other medical practices, the waiting time for a routine appointment is not improving. In fact it has crept up again and is currently between 4 - 5 weeks. There are a number of reasons for this, not least the effect of Dr Wyeth retiring and other GP's reducing their sessions. The team are doing everything they can to help the situation by opening up Nurse Practitioner appointments, and the receptionists are signposting patients to the correct clinician, so please be as clear and helpful as you can when requesting an appointment. When necessary, specific appointments which are kept back in reserve are being released to patients with urgent needs to enable them to be seen sooner. In addition 40 Locum sessions have also been booked between October and December.

You may be shocked to find out that in the first **2 days** of October, **32** patients failed to attend Newton Place for their appointments! This totals 385 minutes - **6 hours** - of appointment time lost and means that 32 other patients could have had those appointments instead of having to wait. In a bid to raise awareness of this problem and if possible avoid it happening in the future, a DNA (Did Not Arrive) register has been started taking effect from the 1st October.

- The first time a patient does not turn up for an appointment, they will be sent a letter warning them that if they fail to turn up for another appointment within the next three months, they will be placed on the DNA register.

- Once they are on the DNA register they are still free to book an appointment but must either **confirm that appointment, or cancel it, the day before**. If we do not hear from them, then the appointment will automatically be released to another patient.
- Patients who are deemed vulnerable or are under 16 will not be put on the DNA register.

This system has been discussed with the PPG and has been devised not to penalise any patient, but to be an advantage to the majority.

Research Clinic:

The groundbreaking Saturday Low Mood & Depression Clinic is going well and the number of patients seen appears to be increasing each week. So far a total of sixty four patients have been triaged through the clinic. Although numbers are increasing, the actual numbers are still low, but are expected to increase with the winter months. In due course an advertising push with a new campaign is to be launched in conjunction with the CCG which will raise awareness of the clinic and its walk-in availability. Feedback so far has been very positive.

Building Project:

We are still waiting for formal confirmation on funding and have been asked for further information on our business case. This is now complete but they are waiting on finance confirmation before submitting it. Several meetings are scheduled with the Director of Primary Care and the Managing Director of East Kent CCGs. We will also be raising the difficulties we have encountered with NHS England. We have a meeting planned with local MP Helen Whately planned, who has registered her support for the project and would also like to thank Gill for writing to East Kent CCG and NHS England on our behalf.

You will find a huge amount of news and information on the Practice website; don't forget to check it regularly! www.newtonplacesurgery.nhs.uk

