

## **What a year 2019 has been at Newton Place!**

### **So straight on with all the news:**

#### **Staff:**

The first point of contact for most patients is the reception team and Newton Place has welcomed a new member to the team, Angela, give her a nice friendly smile if you come across her!

While Dr Tiago Ivo has finished his training, a new GP trainee, Foluke Omotoso, has joined for three months training under Dr Domleo.

The team are eagerly awaiting the arrival of Dr Clem Mitchell joining their number in mid-January and look forward to welcoming her then.

#### **Patient numbers & routine wait:**

With the patient list now risen to 18,532 (almost 500 more than this time last year), it will come as no surprise to note that the routine wait for appointments has crept up again and is currently at about four weeks. We are assured that the team are doing everything they can to help the situation employing a variety of means, but I'm sure we can all understand the difficulties they face. It should be noted that during November alone, 319 appointments were missed, and therefore wasted. This is a serious problem especially if you consider how long 319 patients who really **did** want to be seen had to wait for their appointments.

The DNA (Did Not Attend) Register was started in October and from this it has been noted any elderly / vulnerable patients who are regularly missing appointments. To help them with this a member of the reception team will - where possible - call those patients on the day of their appointment to ensure they do attend.

#### **Patient Survey:**

Many patients gave feedback on the Patient Survey held a while ago at the Practice. This has proved very helpful and the team have already implemented many of the suggestions made. Among them, extra training has been undertaken by the reception team and a reminder has been inserted in the check-in system regarding correct contact numbers. This will improve the opportunity to contact patients, for example texting to remind them of their appointments. It was pointed out in the survey that certain patients attending the Urgent Care Clinic, for instance those with mobility problems, had difficulties with the queueing system. If identified to one of the reception team, they will ensure they are comfortable prior to seeing a practitioner.

#### **Low Mood Clinic:**

The number of patients attending the clinic has increased, with between 9 and 15 patients a week, the majority being made up of those attending for the first time. New branding has been developed publicising the clinic, and distributed to Faversham Medical Practice, local pharmacies and various community support organisations like the Umbrella Centre and the Physic Garden, wider distribution in the town is planned. The walk-in clinic is open on Saturday mornings 9-12am at Newton Place.

***The World Health Organisation has designated 2020 as the "Year of the Nurse and Midwife" - an opportune time to recognise the valuable work the nurses at Newton Place do (and indeed everywhere!) The designation coincides with the 200th anniversary of the birth of Florence Nightingale, one of the founders of modern nursing.***

A final mention: **Cervical Cancer Prevention Week 20th - 26th January 2020**

To reinforce Cervical Cancer Prevention Week Newton Place Surgery will be holding cervical screening clinics:

**Thursday 30th January 1.30 - 2.30pm and 6 - 7pm**

*Important - you must be due your smear test and have received your invitation letter in order to attend one of these clinics.*

It just remains to wish all patients and staff a happy, healthy and peaceful 2020!

