September 2023



Working together effectively to enhance the health and wellbeing of our communities.

Quality, Helpful and Empathetic Attitude, Making it easier, Communication

Surgery Updates

Training

On 13th September 2023, our surgery closed for staff training. In this training we discussed in detail the upcoming changes to the way the surgery will operate. We also discussed different patient scenarios and where in the NHS that patient was most appropriate to be seen.

We also posted some of these scenarios on our social media. If you haven't already, find us on Facebook or Instagram and have a guess which service our 'paper patients' should be seen by.

Feedback

Thank you to those patients who provide us with feedback, both positive and negative. The negative helps us to improve our services and the positive feedback is always shared with the team who have dealt with the patient.



The way you access your surgery is changing

From 30th October the way you access appointments will change.

At the moment, there is currently an 8am rush of around 150-200 calls daily into the surgery between 8am-9am for on the day appointments. The wait for a routine face to face appointment is also around 4-6 weeks.

We want to make access to our services more equitable and remove the 8am rush and also the 6 weeks wait to speak with a GP.

If you do not have access to the internet, the way to access us will not change. Instead, one of our reception team will take your call as normal and ask a series of questions to fill out the E-Consult on your behalf.

So, what happens once you submit your e-consult?

Currently, E-consults are picked up by our reception team. They then send these on for the GPs attention or another appropriate team like the nurses, SCAs, or medical secretaries who deal with your enquiry.

After 30th October, the medical e-consults will be triaged by a GP on the day (there will be a cut off time for on the day responses). Once a GP has reviewed your e-consult, you will be contacted with the advice given by the GP or offered an appointment.

If you need an appointment with one of the practice clinicians, you will be offered one of the following:

An appointment in 24 hours

An appointment in 72 hours

A routine appointment in 2-4 weeks

These may be telephone or face to face.

Not all enquiries will require an appointment and other services may be recommended based on your information provided.

If you have any questions regarding our changes, please visit our Facebook page The Lodge Health Partnership and submit your questions on our Q&A post from 25.09.23.

Appointment Cancellations

Did not attend!

In August 167 patients did not attend their appointments. This is equal to approximately 41 hours of GP time.

If you are unable to make your appointment, please cancel it for another patient.

NHS App

Did you know?

If you are unable to attend an appointment, you can cancel this through the NHS app.
Please go to the appointments section and select GP appointments and then choose to cancel.

Reminder Text

You can cancel.

The Lodge Health Partnership sends reminder text messages to patients that have appointments booked in advance. This text contains a link to cancel if you are unable to attend.

If you have opted out of text messages from the surgery, you may not receive this message.

Our Social Prescribing Team help patients in so many ways.

Have a read of the case studies below and how they can help.

Support after bereavement

EA had been struggling for a long time after his mum passed away, he became a high intensity user of the surgery and dialing 111 daily.

I arranged for him to come into the local surgery on a weekly basis for a general Welfare chat and see where I could assist.

There had been several missed appointments for x-rays and consultations, so I provided the patient with an excel sheet with all future appointments and arranged transport with the local community group.

It was also arranged from a local computer shop to provide this patient with a laptop computer which was collected, and times were given when he could attend a computer workshop. We are hoping this will help with his search for a job.

We are also advising him with his finances and claiming benefits.

On his last visit we discussed moving our appointments to every two weeks, but he was happy just to pop into the surgery when he needed to have a chat rather than call the emergency services.

Since the Social Prescribing Team have been involved the 111 calls have significantly decreased and visits into the surgery.

Support for family carers

WR had been struggling with being a fulltime carer for his wife with dementia and was experiencing ill health himself. They were both living in an upstairs bedroom to give them more choice of where they would like to be.

I contacted Adult Care Services and the local council to enable a stair lift to be fitted for downstairs living which was installed quickly and efficiently, I also contacted Adult Care Services for an increase of care during the day and Bladder and Bowel for incontinence issues.

WR was due at the local hospital for scans but refused to go as there was no one to sit with his wife.

I offered to sit with the wife whilst he attended his scan appointments where he was then diagnosed with cancer.

I continued to support both patients with regular visits, gave information when required and liaised with outside agencies to enable them to continue living in their own home.

I also contacted family members as requested by WR.

I also arranged for meals on wheels to be delivered on Christmas Day to give the patient a rest.

Sadly, this patient has now passed away but they both continued to live in their own home as independently as possible as were their wishes.

Home Help

JD rung the GP surgery tearful, she spoke to the reception team saying she is struggling to cope at home, so the case was passed to the social prescribing team.

I arranged a home visit with her within two days. JD mentioned that her husband had a stroke, and she has severe pain, so both were trying to care for each other, as a result they were having difficulty with cleaning, cooking, personal care, and mobility. This was leaving her feeling low and isolated.

I helped to get her a social care assessment to see if her care needs could be supported by Adult Care Services. As well, she was referred to Care4Freedom for a deep clean of the home to help her manage this ongoing. A letter was sent to her outlining this and included different options for Meals on Wheels services to reduce the strain of cooking.

JD's support is ongoing so that the Social Prescribing Team can ensure that she receives the support from Adult Care services, and to give her time to choose a Meals on Wheels service and help with organising this. The support put in place will allow JD to continue living at home with her husband independently and safely.

If you think you or a family member might benefit from the support of our social prescribing team, please contact our reception team on submit an e-consult on our website.