

Staunton & Corse Surgery

Patient Participation Group Newsletter

Autumn 2024



Welcome

This is the Autumn 2024 edition of the PPG Newsletter.

Our most recent PPG meeting was held on Wednesday 4th September 2024.



Staff Update

Haroon Shazhad, Physician Associate, has been with us since May 2024 on a fixed-term contract and will be leaving us on 7th November 2024. Haroon is an excellent clinician and has been a great support to our patients with urgent on the day cases and also hypertension and cardiovascular management, Good Luck Haroon and Thank you.

We welcome our new Urgent Care Practitioner, Paramedic Phil Griffith on 14th October 2024.

Phil will be supporting the Urgent Care Team with urgent, on the day medical problems. Phil joins us with a wealth of qualifications and experience.

We are also sad to be saying 'Goodbye' to Karen, our Dispensary Assistant. Karen leaves us on 22nd October to relax and enjoy life...we wish you all the best Karen, come back and tell us about your adventures.

We have been fortunate to recruit a replacement, Deborah who will be joined the Dispensary Team on 1st of October 2024.

We also welcome back Dr Jess Somerton on the 1st of October 2024. Jess was a trainee GP at the practice, and we are thrilled to have her join us permanently now that she has qualified as a General Practitioner.

Patients who did not attend their appointments:

June 24	52
July 24	50
August 24	51

The appointments not attended include **GP ROUTINE, FOLLOW UP** appointments and Nurse appointments.

Our patients are waiting between 5 – 6 weeks for a routine GP appointment... IF YOU NO LONGER NEED YOUR APPOINTMENT, PLEASE CANCEL IT!

Other patients can then be offered these appointments. If you are unable to attend your appointment, **please** call Reception on 01452 840228 at your earliest convenience.

General Practice Collective Action in Gloucestershire

We are writing to all of our patients to outline some of the difficulties currently facing General Practice in England and the reforms we are undertaking to help secure the long-term future of our surgery. The future of rural GP surgeries in particular is under threat. The relatively small list size, and large practice area that we serve means that we do not benefit from some of the economies of scale, that larger urban practices benefit from.

The recent report into the NHS by Lord Darzi, has high-lighted many of the problems currently facing GP surgeries. One significant issue is our increased workload due to the transfer of work to us from secondary care. The significant reduction in hospital out-patient services as well as the long waiting times our patients are experiencing to access them, means that work that should be carried out in hospitals, is being imposed on the General practice team. This work is unsustainable.

Staunton and Corse surgery are in a much stronger position than many other surgeries. We have invested in new staff, with many different fields of expertise in recent years to try and meet some of the

increased demands that we have been facing.

However, we are making some changes in line with recent guidance from the British Medical Association to help us to continue to meet these growing demands. We want to ensure that our surgery can last long into the future to continue to serve the communities surrounding us.

Here are some ways you can support us so that we can continue to serve you:

SUPPORT OUR DISPENSARY.

The income that our Dispensary brings into our surgery plays a very important role in offsetting some of the costs that we face. Without this income, the surgery would not be viable in its current form/location. We are facing increasing pressure from outside pharmacies which are offering to provide medication to our patients. We are investing in our dispensary services and are looking at funding an automated medication vending machine which will enable patients to pay for and collect their medication, 24 hours a day, in order to try and keep as many of our patients as possible.

CONTACT HOSPITALS DIRECTLY.

There has been an exponential increase in the time spent by our administrative staff and clinicians on dealing with patient queries about hospital clinic waiting times, sick-notes relating to hospital visits, medication issued by hospitals, out-patient appointments, and

hospital-arranged scan results. The responsibility for providing medication to patients from hospital appointments and for informing patients of investigation results lies solely with the hospital provider.

This inappropriate transfer of work to General Practice is inevitably having an impact on your waiting times for all our GP appointments. Please direct all of these queries to the hospitals themselves. We will be regularly updating hospital contact numbers and email addresses on our website to help you to do this. Patients who do contact the surgery with these queries will be sign-posted to the information on our website.

USE OUR WEBSITE.

Many services that our patients require, can be accessed directly without the need to speak to/see a clinician in the surgery. Each of these services can be accessed by clicking the relevant link on the front page of our website. These include:

Minor Injuries. Any minor injury that a patient has had within the previous 3 weeks and for which advice is sought, should be directed to the Minor Injury Triage line. By contacting this number, you will be directed to the nearest accessible minor injury's unit or Accident and Emergency Unit. Our surgery does not receive any funding to treat or advise on minor injuries or accidents.

Minor illness. Many minor illnesses can now be seen and treated by a community Pharmacist.

Physiotherapy. Patients can self-refer to a Physiotherapist for nearly all Musculo-skeletal conditions.

Podiatry. Patients can self-refer for most conditions affecting their feet.

Optician Information for urgent eye queries.

Social prescribing. Many non-medical issues including loneliness, debt, housing, heating, etc can be dealt directly by our social prescribing team.

Child ADHD/Autism. All the information for these assessments is provided by schools. Children can be referred directly to the Child Social prescribing service, if parents need help to co-ordinate the information gathered from schools to facilitate referrals for medical assessments. GP's do not have any role to play in this referral process.

We are very proud of the team that we have here at Staunton and Corse Surgery and are confident that we can continue to offer services, to the highest standard, for our patients.

Please follow this link for the full report made by Lord Darzi:
[Independent Investigation of the National Health Service in England \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/671222/independent-investigation-of-the-national-health-service-in-england.pdf)

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