



ARTHUR MEDICAL CENTRE

NEWSLETTER

www.arthurmedicalcentre.co.uk December 2019

Staff Changes

In December we welcome GP Registrars Dr Connor Smith and Dr Sarah Hedgethorn to the practice. Dr Carla Siqueira and Dr Joseph Esiashi have left us to continue their rotation through a variety of posts in the Derby area and Dr Rachel Tanner has now completed her training with us.

In September we welcomed Joy Simpson, a very experienced Advanced Clinical Practitioner (ACP) to join our team, Joy has over 30 years' experience in both secondary and primary care.

Joy can work at an advanced level alongside GP's to deliver high standards of care for a large range of problems.

There are a few exceptions to this:

- *Acute Mental Health Problems
- *Pregnant Women
- *Children under 1 year of age
- *Palliative Care



ACP's can prescribe medications, refer onto other services when necessary and work very closely with the rest of the surgery team to ensure patients get to see the most appropriate person for any ongoing issues.

Patients who Do Not Attend Booked Appointments

As winter is now upon us, demand for appointments is increasing. As you will no doubt have heard in the press, the NHS is continuing to struggle to meet demand. At Arthur Medical Centre we have always strived to maintain excellent access for our patients and are continuing to look at ways in which we can meet the demands we face by providing telephone appointments, online consultations and additional appointments with our other clinicians such as our Clinical Pharmacist and Nurses.

Over the past few years we have noticed the number of people missing their booked appointment has increased significantly. On average around 130 appointments are missed per month. This includes a wide range of appointments including those with a GP, Advanced Clinical Practitioner, Nurse or Pharmacist.

Whilst it is frustrating for practice staff, the people who suffer however are those patients who have been unable to get an appointment and who could have made use of the appointment someone else did not attend. We ask that if you know you are not going to be able to make your appointment then please cancel it as we will be able to offer it to someone else who needs it.

Please also be aware that we are within our rights to remove a patient from our list if they persistently miss appointments.

Ways you can help:

- As soon as you know that you will not be able to make an appointment, or that you simply don't need it anymore then contact us by phone to cancel it. Appointments can also be cancelled online if you are registered for SystmOnline.
- Update your contact details as soon as you change phone number or move house.
- If you would like to receive a text reminder for your appointment, please ensure that we have your mobile telephone number.

- If you have specific problems that you wish to discuss that are preventing you from informing us when you cannot attend for an appointment, then please ring the surgery and we will try and help where we can.

Remember – Help out your fellow patients – Keep it or Cancel It!

Belper Primary Care Network

Since the NHS was created in 1948, the population has grown and people are living longer. Many people are living with long term conditions such as diabetes and heart disease, or suffer with mental health issues and may need to access their local health services more often. When this is coupled with the well-publicised shortages in the GP workforce (more retiring than are joining!) it is no wonder people are saying the NHS has reached crisis point and sometimes our patients can find it hard to get an appointment when they want with who they want.

Primary Care Networks (PCNs) have been introduced by the NHS to try and help with some of these issues.

So what is a PCN?

In April 2019 GP practices were invited to form PCNs by the NHS. PCNs are based on general practice registered lists, typically serving natural communities of around 30,000 to 50,000 patients. The intention is that they should be small enough to provide the personal care valued by both patients and healthcare professionals, but large enough to have impact and economies of scale through better collaboration between general practices and others in the local health and social care system, including community pharmacies.

So essentially they are groups of GP practices working together to develop and deliver primary care services for their patients. By working together it may be possible to deliver services more efficiently or even provide services that they could not as individual practices.

Belper PCN

Arthur Medical Centre has joined with 3 other practices to form “Belper PCN”. The 3 other practices are

- Appletree Medical Practice (Duffield)
- Whitemoor Medical Centre (Belper)
- Riversdale Surgery (Belper)

We have appointed 2 Clinical Directors to oversee operations of the PCN and are currently developing a number of projects such as extra appointments outside our normal opening times and employing extra clinical staff to support GPs across the PCN.

What changes will I see?

First of all it is worth being clear that all patients will stay as patients of their respective practices and continue to see the same GPs and Nurses at their practice that they have always seen! That will not change.

However it may be that over the next few years some clinical services, especially those that have traditionally only been performed at hospitals, begin to be provided more locally in and around Belper. It may also be that some services are provided across the 4 practices giving patients more choice and convenience about accessing the service.

FLU JAB!!

IF YOU HAVE HAD AN INVATAITON FOR A FLU JAB YOU HAVE UNTIL FEBRUARY 2020

On Wednesdays 20th January 17th February and 18th March 2019 the practice will be closed for training and phone lines will switch off at 1.30pm. If urgent medical attention is required at such times please dial 111.



We hope that this Newsletter has proved helpful to you. If you have any comments or concerns about our Practice or suggestions for things you would like to see in future newsletters then please write to The Practice Management Team, or telephone 01332 880 249. Our Newsletters are also available on our website at www.arthurmedicalcentre.co.uk

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