

Park Surgery Newsletter

produced with the help of
Friends of Park Surgery

December 2023



In this edition of our newsletter we are including news on:

- A new Practice Manager at Park Surgery
- Staff Update
- Friends of Park Surgery
- Purchase of new wheelchairs
- Update from Patients Services Manager
- Health Kiosk up and running
- Friends of Park Surgery Coffee Morning
- Who are Physician Associates and what do they do?

If you have any comments on anything in this Newsletter or do not want to receive future copies please respond to friends.ofparksurgery@nhs.net

New Practice Manager at Park Surgery

Park Surgery are sorry to say goodbye to Tina Coulson, our Practice Manager, who has left to take up a post at another practice. We are delighted to welcome Pavlos Afisidis, who started as Practice Manager at the end of November. Pavlos is an experienced Practice Manager who has previously worked at a dual site practice in London and will be a great asset to the team. More about Pavlos in the next newsletter!

Staff Update

Sadly we are saying goodbye to our Care-Co-ordinator, Molly, and to Emily from the Admin Team. We are also sorry to say goodbye to Dr. Ali. He will be greatly missed and we wish him well. We are pleased to welcome 3 new Receptionists and 1 new member of the Admin Team - Baaron, Dainah, Melissa and Natasha. Training is well under way! The whole team is working well under pressure.

We have also said goodbye to three members of the Nursing Team - Janet, Kyra and Heidi. A new Nurse, Maryam, has joined us at the end of November, with another joining the team in the new year, along with a Healthcare Assistant.

Friends of Park Surgery

This Newsletter has been produced with the help of the Friends of Park Surgery (FOPS).

FOPS is the Patient Participation Group of Park Surgery, and work with the medical and administrative teams in the Practice to improve the services provided to patients. Providing patient feedback is an important part of this work

If you would like to know more about FOPS and become part of our patient representative group please contact FOPS by e-mail friends.ofparksurgery@nhs.net

New Wheelchairs

Following the disappearance of our wheelchairs we are pleased to say that we have two lovely new wheelchairs, purchased for the practice by the Friends of Park Surgery.

A big thank you to them!

Pictured with the new wheelchairs are: **Molly** (Care Coordinator) back left and **Irene** (ANP) back right. **Dainah** (Receptionist) front left and **Tara** (Patient Services Manager) front right



Message to patients: If anyone has “borrowed” one of our wheelchairs recently, and haven’t returned it yet, please can they do so.

Thanks, Tara, Patient Services Manager

Looking for an Accountant

Are you a qualified accountant who could spend a couple of hours reviewing FOPS accounts? The accounts are prepared by the Treasurer and we would like somebody to review the workings and confirm the accuracy of the accounts. If you might be able to help please send an email to friends.ofparksurgery@nhs.com and our Treasurer will explain what is involved.

News from Patient Services Manager

Tara says: “The new phone system lots of positive responses from facility of the call back option. This patients who do not have to wait on get to speak to somebody when The telephone system currently receives about **600** calls a day.



is working really well. We have had patients, especially with the new seems to be a big improvement for the phone knowing that they will they reach their place in the queue.

New Health Kiosk is up and running

The Health kiosk is now fully installed and up and running. Patients have been able to provide blood pressure readings through equipment on the first floor. This has now been upgraded to a more modern Patient Kiosk. This has been funded from donations by members of Friends of Park Surgery. Staff are currently training and will be on hand to assist anyone who needs it when first using the kiosk.

Patients can still come in and use this for their BP check as before but it now does so much more!

The EK Health Kiosk allows patients to take vital sign tests without clinician intervention. Not only does it record the results of height and weight tests, blood pressure and pulse oximeter readings, it also has over 20 pathway questionnaires and assessments including Asthma, Diabetes and CVD. Results are uploaded directly into the patient record. Patients can submit their details in confidence, including smoking status and alcohol consumption.

We are looking at signposting & information for the kiosk area to help ease patient use and get everyone fully on-board.

The practice is also looking at ways in which we can maximise the kiosk to help with long term condition reviews. With the kiosk being fully integrated with the practice system our patients can come in and have their BP, Height & weight done before their appointment, all of which will be uploaded to the patient record. This will allow for a more focussed patient follow up with one of the Nurses or GP's, having more time to discuss results and implement any treatment needs.



Friends of Park Surgery Coffee Morning



Would you like to join us for coffee and cake on **Saturday 13th January** between 10 am and 12 noon? The coffee morning is for Park patients and will be in the **Methodist Hall, London Road**.

Some of the practice staff will be there and representatives from several local organisations, including **Horsham Wellness, Community Link, Horsham Carers Support Group, the Community Fridge, Olive Tree Cancer Support Group and Springboard**.

If you would like to come please let us know so we can make sure there is space for you. You can do this by email to: friends.ofparksurgery@nhs.net with your name and the number of people coming with you.

Physician Associates at Park Surgery

At Park Surgery Physician Associates play an integral role within the multidisciplinary team and engage with our patients in a variety of clinical care roles.



Physician Associates left to right: Mishal Ejaz, Tonima Nawrin, Ed Viney, Aniston Arulthas

These include:

- Telephone triaging and seeing face to face patients with acute and chronic problems
- Engaging with nursing home clinics and home visits
- Reviewing diagnoses, management plans the medication
- Following up investigation results
- Reviewing patients with long-term conditions such as asthma, COPD, hypertension, rheumatoid arthritis, Alzheimers Disease and mental health problems

Who are Physician Associates?

We are healthcare professionals who are medically trained to recognise, diagnose and manage a wide range of acute and chronic conditions with a holistic approach and ensure continuity of care.

Why do we need Physician Associates?

Because of a growing population, advances in technology, better diagnosis, prevention and treatment, the NHS can sometimes struggle to cope.

Physician Associate is a new role that brings more talent, adding to rather than taking away from existing members of the medical workforce to enhance access to quality care for patients.

How can a Physician Associate help you?

We can:

- Take a full medical history
- Perform medical examinations
- Undertake diagnostic and therapeutic procedures
- Review and act on investigation results
- Formulate management and treatment plans
- Review diagnosis, treatment plans and medication

We cannot:

- Prescribe
- Request x-rays or scans
- Physician Associates will liaise with supervising doctors to arrange prescriptions and x-rays or scans