

Park Surgery Newsletter

produced with the help of
Friends of Park Surgery
November 2022



This is the first edition of the Newsletter since the Coronavirus pandemic. We start with an update on how the Practice is coping from David Holwell.

This is followed by articles on:-

1. E-consult
2. Physician Associates
3. Extended Hours
4. Shingles Vaccine
5. Respect for staff

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

An Update from David Holwell—Senior Partner

The past year at Park Surgery has been one of the most difficult years that I have known at the surgery. The surgery has coped with the pressures of COVID and the great changes that have occurred in the health service and the provision of care to the patients at times when there were still the effects of Covid on the numbers of staff working.



All the staff have worked so hard to keep the service running and have been joined by many new staff who have helped the surgery adapt to the demands. The service has changed from one focused on managing and coping with Covid to one that is still coping with Covid as well as trying to provide the services expected of general practice in the past and the greater support work for the hospitals.

The practice in the middle of the year has been inspected by the Care Quality Commission and we have been given a rating of Requires Improvement which show the great efforts all in the surgery have made to return the practice close to the standard we were at when last inspected. Rest assured we are determined to return to the Good rating and I am sure we are there.

The Year has seen a great change in the professionals providing care in the practice we have been joined by Physicians Associates, Advanced Nurse Practitioners, Pharmacists, Paramedics and Social Prescribers. All these have added greatly to the help for patients and below will be a flavour of what these wonderful colleagues provide.

Sadly the pressure of the work has led to a number of the doctors needing to reduce their hours and take a break from the pressures of General Practice. This leaves those of us that are left to continue to do the very best we can with the resources and does inevitably lead to adaptations to the provision of care.

I am so proud of all those working at the surgery who still strive to do the best service we can provide and we recognise this is a partnership with the help of you the patients.

e-consult

With effect from 14th November, our e-consult service will be managed by our federation, Alliance for Better Care (ABC) with the aim of improving access for patients.

For you, our patients, there will be no change to the process of completing your e Consult, however you may be contacted by a GP or Nurse Practitioner from ABC on behalf of the Practice.

If they are unable to help or feel it is more appropriate for your own GP to contact you, they will ask them to do so

Physician Associates at Park Surgery

Park Surgery now has a team of Physician Associates, who can see patients with different presenting complaints of varying complexity. Physician Associates are medically trained and qualified healthcare professionals, who work alongside doctors and provide medical care as an integral part of the multidisciplinary team. To become a fully qualified Physician Associate they are required to have an undergraduate degree in a scientific subject and undertake the two year intensive postgraduate Physician Associate programme (M.Sc.) The course includes both theory and clinical placements in different specialities across medicine. Due to lack of legislation, Physician Associates are not yet able to prescribe or request ionising radiation in the UK.

Our PA's have a set of morning and afternoon slots and can see the following presenting complaints:

- ◆ Abdominal pain
- ◆ Chest Pain
- ◆ Breathing troubles/shortness of breath
- ◆ Cough
- ◆ Headache
- ◆ Any Musculoskeletal pain
- ◆ Neurological symptoms: numbness, shooting pain, visual issues, weakness of limbs
- ◆ Any Ear, Nose and Throat issues: hearing, ringing, ear pain
- ◆ Dizziness
- ◆ Nausea/vomiting/bowel issues
- ◆ Urinary issues
- ◆ Gynae – heavy bleeding, contraception
- ◆ Skin Lesions/rashes
- ◆ Lumps
- ◆ Tired all the time
- ◆ Fever
- ◆ Leg swelling
- ◆ Back pain

We have 3 Qualified Physician Associates here at Park: Anniston, Mishal, and Uzma. Ed, who is our student Physician Associate is awaiting his exam results. We also have a new Physician Associate joining us in December.

Extended Hours

Thank you to those patients who completed our recent survey.

Delivery of Primary Care is changing. Surgeries are now working together as part of Primary Care Networks. Our PCN is Horsham Central Primary Care Network which includes Holbrook, Park, Orchard and Riverside surgeries. This is a national development, not a local one, and is a key part of the NHS Plan. We are employing a significant number of new health care professionals through the PCN which include Community Pharmacists, Social Prescribers, Physiotherapists, Paramedics.. We have received positive feedback from patients about these new services.

We are now seeing changes regarding extended access. The PCN, is going to be providing a clinic every evening until 8pm and all day Saturday. The clinics will be for patients from all four surgeries, and will be staffed by doctors employed by the PCN through ABC. The evening clinics will offer remote and face to face appointments at Holbrook Surgery. The plan is that the Saturday clinics will have doctors and nurses offering a range of appointments and will be held across all four surgeries on a rotational basis.

It would be useful to receive feedback from patients who use these new extended access services.

Shingles Vaccination

Patients aged 70-79 are eligible for the shingles vaccine. We will be contacting patients who are eligible.

Respect for staff

For each of us, our healthcare is of utmost importance, and the Practice understands the frustrations some patients have when they feel they are not getting the priority they deserve.

During September the switchboard received over 200 calls each working day—many as soon as the telephone lines opened.

It is frustrating to have to wait to get through or not getting a GP appointment when you want it, but please do not take out your frustration on our staff..

All staff - administrative and medical - do the best they can for each patient they interact with.

We have a zero tolerance approach to abuse

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

INFORMATION SESSION

FRIDAY 9TH DECEMBER

10AM-2PM

Baptist Church Trafalgar Rd, Horsham
RH12 2QL

LIFESTYLE

You will be able to learn ways to change and improve your lifestyle, whether that's health & fitness, your general wellbeing or just making friends.

WARM SPACE

This is an opportunity to come to a warm place where tea & coffee will be provided. There will also be snacks!

SOCIAL PRESCRIBING TEAM



LUKE



ROSIE



CHARLEY



KIM

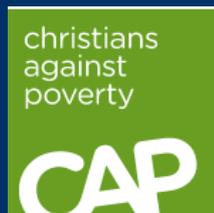
COST OF LIVING

The aim of this event is to offer tailored advice and support for anyone affected by the increase in cost of living.

It will also allow you to share and discuss any tips with other members of our Horsham Community that may help you during these times.

SERVICES ATTENDING

- Horsham Debt Services
- Citizens Advice Bureau
- Carers support West Sussex
- Age UK
- Christians Against Poverty
- Horsham Matters
- Re-engage
- Community Link Alarm
- Horsham Wellbeing
- Turning Tides



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