

Flu Season (Dr. James Moore)

It's that time of year again – time to roll up your sleeve and have your annual flu jab! Influenza is a potentially nasty disease. It is not a mild disease and is potentially fatal. It is caused by the influenza virus which unlike other viruses changes year on year which is why we have to have an annual vaccine. Each year's vaccine contains several strains. Some strains of flu are more aggressive than others.

Those particularly at risk are the elderly and the young together with people who have chronic diseases such as lung disease, kidney disease or diabetes. There are other risk categories. If you are in an "at risk" category we will contact you to make an appointment.



Delays in the delivery of vaccines is being felt all over Europe and is outside of our control. We have ordered enough vaccinations for all of our 'eligible' patients so we kindly ask that you book your appointment at the surgery rather than having your vaccine performed elsewhere. There are plenty of other dates available please contact the surgery for details.

Those not entitled to the vaccine under the NHS can get vaccinated at most large chemists for a small fee. If you have any questions please ask one of the team at Quay Lane.

FLU CLINICS: Saturday 19th October and Saturday 26th October 2019
Quay Lane Surgery - St Germans 8.30am - 12.30pm

Meet the PPG members, there will be a cake stall to raise money for the Surgery.



Patient Access puts you in control; enabling you to order your repeat prescriptions, book appointments and view your medical history.

Please try consulting your GP online for non urgent matters - this is accessed from the Quay Lane Surgery's website:
www.quaylanesurgery.co.uk

The PPG would like to get your feedback on the E consult facility
email: quaylaneppg@gmail.com



QUAY LANE SURGERY

St.Germans and Downterry

Patient Participation Group

AUTUMN NEWSLETTER 2019

Chair (Claire Croft)

Welcome to our autumn Newsletter. I recently took over the Chair position of Quay Lane Surgery's Patient Participation Group and at an exciting time, when new initiatives are being introduced in primary care services across Cornwall.

We are all tired of hearing about NHS cutbacks, but these improvements in General Practice are a positive way forward. As well as the GPs and Nursing staff at the surgery, there will soon be other trained clinical experts employed to complement the existing team. For those who prefer to use modern technology; health care information and even consultations are already available online from the surgery.

The Patient Participation Group or PPG is a group of volunteer patients registered with the Practice. Its purpose is *"to promote and improve communications and co-operation between the Practice and its Patients to the benefit of both, therefore fostering the highest possible standards of primary care"*. In order for us to support the Practice effectively, and represent a broad spectrum of patient views, we are always looking for new members.

- If you are at School, College, fully employed or caring for someone at home and unable to attend meetings, you can receive information and take an active part online as a virtual member.
- For patients unable to get to meetings or become virtual members with online communication, the PPG can be contacted by letter.
- To find out more about becoming a full member, you can contact me by email or complete and hand in one of the 'Please Join Us' leaflets in the surgery.

Please share your thoughts and ideas to help the Surgery develop, but remain the country Practice that we all appreciate so much.

For more information you can email quaylaneppg@gmail.com or you can write to the PPG c/o Quay Lane Surgery, Old Quay Lane, St Germans, PL12 5LH

What is Active Signposting?

Did you know that in January 2019 Active Signposting was introduced to Quay Lane Surgery? The new process sees a Receptionist asking more questions of patients at the point of booking appointments. This is at the request of the Doctors, to ensure that the most appropriate appointment with the right member of clinical staff is made. It is important for patients to understand that the Receptionists are not being nosy, the information being asked for helps to provide a more efficient service for everyone.

An example of 'appropriate care' at Quay Lane Surgery is Orthopaedic Extended Scope Practitioner Paul Sumner. Paul advises patients presenting with musculoskeletal problems. If you are over 18 and suffering back pain, sciatica, neck pain or shoulder pain on movement, joint pains in elbows, wrists, hands, hips, knees, feet and ankles and osteoarthritis, Paul can carry out diagnostic assessment and then onward referral or X-rays.

Fundraising (Venetia Lynch)

The book shelf in the waiting room at Quay Lane has continued to bring in £10 - £20 every two to three weeks. Come along to the Priory Fair at St Germans on Saturday 23rd November 2019. We'll have homemade cakes, preserves, as well as DVDs, plants and books for sale. Donations towards the Christmas raffles in both surgeries would be most welcome. We will be at the Dowederry Soup and Pudding Saturdays as usual, and we are looking into having a stall at one of the Eliot Hall Table Top sales. These dates will be advertised in the surgery.

The proceeds from these events go towards buying equipment for the Surgery not provided by the NHS. In the last seven years the PPG has purchased just short of **£10,000.00** worth of medical equipment for the Practice. Thank you to all who so generously support our fundraising.

Reassurance (a message from a PPG member)

If like me you have no access to computers and devices with online services and you have no wish to use these systems, the Practice would like to reassure you that all traditional methods we are all used to, for making appointments, ordering repeat prescriptions, and talking to a Receptionist will always be available.

MISSED APPOINTMENTS FOR JULY 2019

DOCTORS - 445 MINUTES! NURSES - 460 MINUTES!

Are you having difficulty trying to remember your appointments? You can register your mobile number with the Practice and get text message reminders.

Are you having difficulties with transport? The PPG would like to hear from patients who find it difficult to keep their appointments. We may be able to help.

Practice News (Debbie Todd, Practice Manager)

It has been a busy year at Quay Lane Surgery with lots of changes taking place. Dr Moore has retired as a Partner but continues to work one day a week as a Salaried GP. We have welcomed two new team members and despite advertising since March we are still trying to recruit a Long Term Conditions Nurse. We have successfully migrated to our new clinical IT system and almost caught up on the backlog of work. The Practice team have all worked really hard to minimise the disruption to our patients and we would like to thank you for your patience and understanding during this testing time. The new check-in system at St. Germans has been well received with many patients booking themselves in for their appointments when they arrive. The receptionists are still on hand though for those patients who can't or don't wish to use it. We also have a new Information screen which integrates with our appointment system calling patients down when their appointment is due.

Patients are now being invited to sign up for the new online service called '**Patient Access**'. This enables you to order repeat prescriptions, book appointments and view parts of your medical history - ask at reception for details. The Waiting Room 2 online service has now closed so all previous logins/passwords are no longer valid.

East Cornwall Primary Care Networks are improving access to patients to enable them to see GPs when the surgery is closed. '**LIVI Video Consultations**' provides GPs by video to patients via an app on smartphones or tablets. The GPs are UK based, GMC registered clinicians with full access to the patient's medical record. The service provides practices with extra capacity and workflow and represents a milestone in driving a digital and innovative solution to support practices and furthermore a significant shift in the way patients' are served in East Cornwall.

The practice would like to encourage patients to use the '**E-Consult**' facility which is accessed on the Practice Website. E-Consult gives patients the opportunity to consult with a Quay Lane GP online thus avoiding telephone calls or delays in getting an appointment. Patients can expect to receive communication from the surgery with advice, a prescription, an appointment or a phone consultation with a GP by the end of the next working day. Website address: www.quaylanesurgery.co.uk

We are absolutely thrilled to have been voted as the '**4th Best Practice in Cornwall**', the '**Best Practice in East Cornwall**' and ranked **166** out of **6859** surgeries in England putting us in the '**Top 2% of Best Practices in England**'. I would like to thank my amazing team at the Practice who all work so hard to make this one of the best Practices in the area, and all of our patients who voted in the GP Patient Survey 2019.