



NEWSLETTER

November 2024

We've expanded our workforce.

The Additional Roles Reimbursement Scheme was introduced in England in 2019 as a key part of the government's manifesto commitment to improve access to general practice. As a result, we have recruited dedicated staff to support our practice team in various roles. Here's a snapshot of our new roles:

Care Coordinators – Allison and Kay:

- Supports for patients when navigating through the health care system
- Contact for patients going through cancer treatment
- Signposts patients to information
- Support from patients over 65 years who have recently been discharged from hospital
- Works in partnership with MDT colleagues including social prescribing link worker and health and wellbeing coach
- Coordinators for screening programmes, helping patients understand the process involved eg. Bowel screening at 60 yrs old

Social Prescriber Link Worker – Lisa can offer help and support for the following:

- Employment, training, and volunteering
- Information and advice in different areas including housing and benefits.
- Social isolation and Loneliness.
- Accessing specialist services and support
- Getting Involved in local groups and activities.
- Loss of confidence/purpose
- Emotional wellbeing
- Meet new people and get involved in your community.
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Clinical Pharmacists – Asiyah and Abbey

- Will review your medication and re-authorise your repeat prescription.
- Will review and authorise any further supply of medication not on repeat.
- Provide medication advice to healthcare professionals and patients.
- Work in partnership with our GP's.

Pharmacy Technician (trainee) – Tayla

- Will assist our clinical pharmacist to action any prescription query or request, working on strict clinical parameters.
- Works in partnership with our GP's, Pharmacist, Admin and Patients



Trainee Nursing Associate – Georgia is almost at the end of her training and is hoping to embark on a training course to become a Registered Nurse. Currently she can help with things similar to a Health Care Assistant:

- Blood Test
- Blood Pressure Check
- Dressings
- ECG
- Vaccinations

General Practice Assistant – Rebecca

This role covers various elements. Rebecca has finished her training and our aim for her to do the following:

- Non-routine blood tests / ECG's – she can be booked within 24 hours of seeing the GP.
- Liaise with social care providers.
- Coordinator for our patients with a Learning Disability – working in partnership with our clinical team, guardians of patients, social care.

All the roles above have been created to support our team. This will help to free up GPs to spend more time with patients who need them most, as well ensuring patients have access to a wide range of services at their local practice.

Other New Staff:

Dr Jessica Neilson joined us in September. She finished her GP training earlier this year and is a lovely addition to our GP Team who consist of:

Dr Chris Woolley

Dr Andy Hills

Dr Kit Nicholls

Dr Sian Easten

Dr Stephen Baxter

Dr Ellie Metcalfe

Dr Andrew Simpson

Sam Harrison joined our Nurse Team in October when she completed her Practice Nurse Training. You may have seen her over the last 2 years as she did a lot of her training with the practice under the Career Start Scheme. She trained as a Registered Nurse 3 years ago, and we are delighted that she decided to pursue a career in General Practice.

2024 VACCINATION PROGRAMME – FLU & COVID

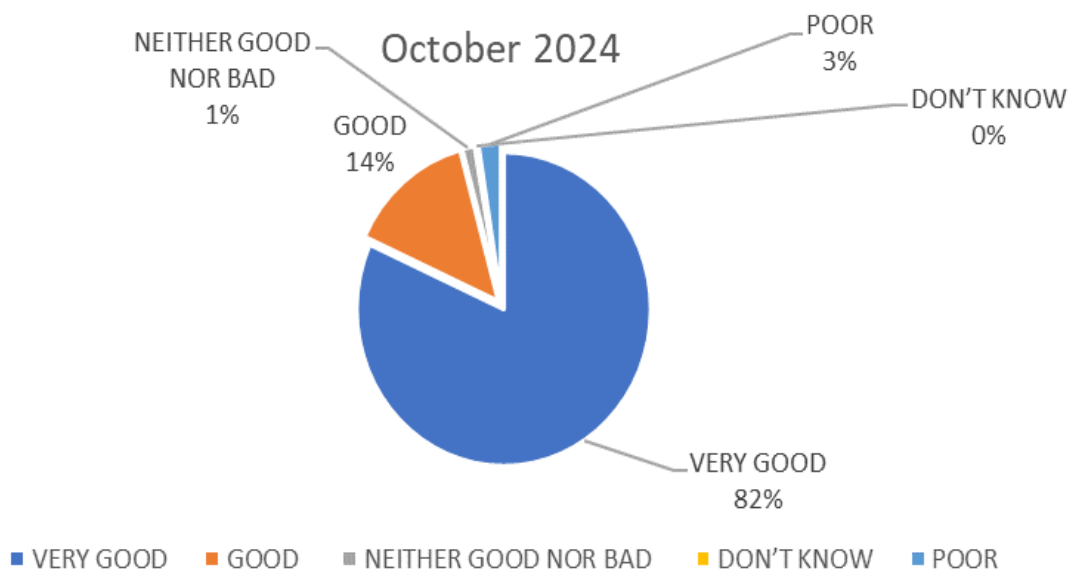
We are at Week 5 of our Flu & Covid programme and at the time of writing 3254 patients have had Flu Vaccines and 1938 Covid, as they have been in one or more of risk groups below:

- pregnant women
- all children aged 2 or 3 years on 31 August 2024
- primary school aged children (from Reception to Year 6)
- secondary school aged children (from Year 7 to Year 11)
- all children in clinical risk groups aged from 6 months to less than 18 years.
- those aged 65 years and over.
- those aged 18 years to under 65 years in clinical risk groups (as defined by the Green Book, Influenza Chapter 19)
- those in long-stay residential care homes
- carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person including those working for a registered residential care or nursing home, registered domiciliary care.
- frontline workers in a social care setting without an employer led occupational health scheme providers, voluntary managed hospice providers and those that are employed by those who receive direct payments (personal budgets) or
- close contacts of immunocompromised individuals

If you are in any of the above cohorts, we have your vaccine waiting for you 😊 Our 'sale or return' margin is very small therefore to keep NHS waste to a minimum, we would appreciate it if you attended the Surgery for this. If you are in any of the above cohorts, and you haven't been contacted, please get in touch.

October Patient Feedback

Each day we do a random search of those patients who have had appointments and ask for some feedback. In October, we received 285 responses, and the results were as follows (full details available on request) We are obviously delighted with the results.



We share the results with our whole team, and those patients who are on our Patient Reference Group. We discuss any poor feedback, and address anything that needs a process change. It's often quite difficult to investigate fully as the feedback is confidential so we are unable to look at the entire events surrounding the issue. We do encourage patients to let us know if something hasn't gone right as quickly as possible, so that we can put it right.

A snapshot of what else happened in October:

- 9495 patients had an appointment
 - 2260 Telephone
 - 7135 Face to Face (4146 of those used self-check-in)
- 333 Did Not Attend (3.5% which has reduced since the introduction of our Triage System – resulting in more patients accessing appointments)
- 3501 Tests results were dealt with by our clinical team ie. Blood tests, Xray, swabs
- 6 New Babies were born 😊

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**Are you an unpaid carer?** A carer is someone who provides care and support to a partner, disabled child, relative, friend or neighbour who could not manage without their help. Caring for someone can be both physically and mentally exhausting so it's particularly important to look after yourself at the same time. Everybody's needs differ but there are many resources that can help support you:

- Your GP practice

Please let your practice know if you are an unpaid carer Stanley Medical Group can mark your records to indicate you are looking after someone who cannot manage without your help, and that you may need extra support and advice.

Durham County Carer Support

- Durham County Carer Support is a voluntary organisation which provides free high-quality services and support to unpaid carers over the age of 18, who support or care for someone living in County Durham & Darlington. They offer:
  - Specialist advice and information
  - Home visits offering one to one support
  - Help with completing forms
  - Access to grants and funding
  - A listening ear and telephone support
  - Opportunity to meet other carers
  - Signposting to other services which may be of benefit.

Tel- 0300 005 1213 [www.admin@dcarers.org](mailto:www.admin@dcarers.org)



- Willow Burn

Willow Burn Hospice can offer help and support to anyone caring for someone with a life-limiting illness. On the last Tuesday of each month, between 1pm and 3.30pm, they offer a monthly drop-in service where carers can meet in the Café and access complementary therapies. If needed, their loved one(s) can be cared for within Day Care. No referral or booking needed.

Tel: 01207 523290 [www.willowburnhospice.org.uk/support-for-carers](http://www.willowburnhospice.org.uk/support-for-carers)

- Age UK Age UK Durham offers advice on the emotional, practical, and financial support available to carers.

Tel: 0191 386 3856 [www.ageuk.org.uk/countydurham](http://www.ageuk.org.uk/countydurham)

Additional Online Resources:

- Durham Carers Info Point - [www.durhamcarers.info](http://www.durhamcarers.info)
- Carers UK- [www.carersuk.org](http://www.carersuk.org)
- Mobilise Online- work with local authorities and other organisations and provide free
- online support to unpaid carers. [www.mobiliseonline.co.uk](http://www.mobiliseonline.co.uk)

## Upcoming Information:

- We are in the process of updating our website. We are working with NHS England to ensure that it meets all the requirements to be fully compliant with NHS Policy. You will still have access to all the usual information, including access to our Total Triage online consultant tool, plus lots more.
- Movember – Men's Health Awareness month. Check out our Facebook page for supporting information.

- **Patient Reference Group**

The Practice has a patient group that meets at once a year, and communicates via email at other times. The aim of the group is to promote co-operation between the Practice and Patients to the benefit of both, for the following:

- To obtain the views of our service users with a view to improving our services - from a usability perspective and a clinical quality perspective.
- A forum for patients to understand what really goes on behind the scenes in a GP Practice, making it easier for service users to understand why things are done in a certain way.
- An opportunity to raise awareness of new services through our group members

If you would like to get involved complete this link:

[https://www.mysurgerywebsite.co.uk/secure/survey\\_signup.aspx?p=A83023](https://www.mysurgerywebsite.co.uk/secure/survey_signup.aspx?p=A83023)

*We hope you find this information useful. If you would like to see anything else in this newsletter, then please drop us a line via the comments and suggestions section on our website [www.stanleymedicalgroup.co.uk](http://www.stanleymedicalgroup.co.uk)*