

Meadowbridge

SURGERY

September 2024



Meadowbridge Surgery



reception.z00382@gp.hscni.net



www.meadowbridgesurgery.co.uk

FEATURES

Appointments Not Attended

A large volume of appointments are being booked and not attended by patients each month.

August Practice Statistics

A summarisation of work output generated throughout the month of August by practice staff.

Non NHS Finance Requests

Information for patients requesting private GP letters or medical forms for completion.

Flu and Covid19 Booster Vaccines

Find out who is eligible and when patients will be called.

RSV Vaccines

RSV infection causes a mild respiratory illness.

A one off catch up campaign will be offered during the programmes 1st year (until 31 August 2025) for those already aged 75 to 79 years old on 1 September 2024.

This includes individuals aged 79 years on 1st September 2024 who will have their 80th birthday during the catch-up campaign.
i.e. all individuals born between:
1 September 1945 and 31 August 1949 up to and including the day before their 80th birthday.'

For more information, go to

<https://www.gov.uk/government/publications/respiratory-syncytial-virus-rsv-symptoms-transmission-prevention-treatment/respiratory-syncytial-virus-rsv-symptoms-transmission-prevention-treatment>



Online Patient Services

Patient Services offers patients the opportunity to access surgery features online. Patients can avail of an appointment via the daily triage from 8.30am until 10.30pm or until capacity has been reached. Patients can also order prescriptions via the service and this feature is available 24/7. The usual chemist collection of 72 hours is advised.

Patients can register by sending their details to our practice email
reception.z00382@gp.hscni.net

Staff will send through registration details and patients will be asked to create a username and password. So far 5,768 patients are registered for the service. This accounts for 62.63% of our patients.

Prescription Requests

Please be advised that reception staff need the name of medications before they can be ordered. Staff are not permitted to order medications based on colour or what the medication is for i.e. sleeping tablets. Information given on a prescription request must be clear and concise to allow staff to order the correct items.

Patients can request a print out of their repeat medications list at reception. This can be used as a prescription request by ticking what is required. If you do not use patient online services, prescription requests can be dropped in at reception or given to their nominated pharmacy to deliver to the surgery.



Appointments Not Attended

147 appointments in August not attended

The surgery is experiencing a very high number of appointments booked by patients that are not being attended. These appointments are wasted. With such a large volume of calls received daily and an incredibly large demand to see a GP or nurse, the clinical team reach their maximum capacity extremely early each morning and these appointments, if cancelled, could be utilised for other patients.

Last month, 147 appointments were not attended. To put this into perspective, that's 147 patients who could have been given an appointment, had the surgery been notified. As we move into the Autumn months, colds and flu viruses will be on the rise, in addition to our annual vaccination clinics taking place. The surgery will need every available appointment in order to facilitate the rise in already high patient demand.

If you have an appointment booked and you cannot attend, please inform reception staff by telephoning the surgery after 9.30am. Staff will be able to cancel your appointment and offer it to another patient. Appointments can also be cancelled online via patient services.



Arrival Time to Appointments

We kindly ask that all patients arrive promptly to their appointments. Late arrival to an appointment may result in the appointment being rescheduled. Clinicians have full clinics with other patients that need to be seen on time.



NRC Medical Admin Course

LEVEL 2 PRIMARY CARE MEDICAL ADMIN COURSE

Northern Regional College will soon be offering a Level 2 Primary Care Medical Admin course which will run from Sept 2024 - June 2025 with work placements offered in East Antrim Practices. For more information, please contact NRC.

AUGUST STATISTICS

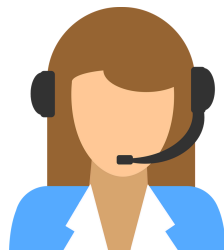
MEADOWBRIDGE SURGERY | 2024

An outlook of work output throughout the month of August by all practice staff.

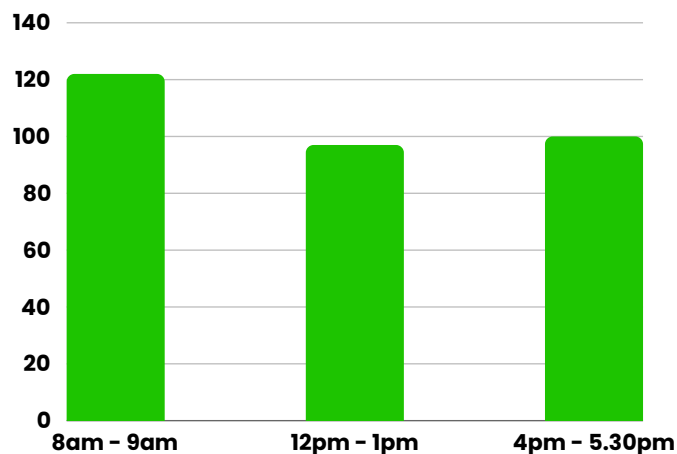
TELEPHONE STATISTICS

10,555

Incoming Telephone Calls to the Practice



AVERAGE CALLS RECEIVED HOURLY



Average Patient Wait Time
once in the queue

2 minutes 45 seconds

DAILY TRIAGE AREAS

38



Patient Home
Visits by a GP

3,039



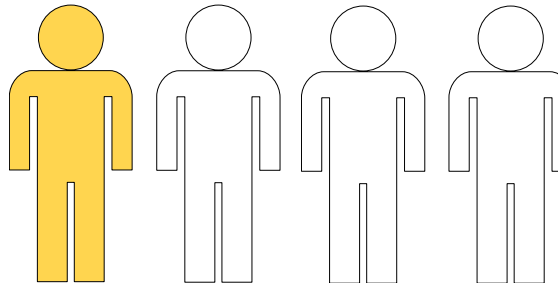
Face to Face
Appointments

1,020



Triage call back to
Patients

APPOINTMENTS BOOKED AND NOT ATTENDED



147

These are appointments that
have been wasted and could
have been offered to another
patient.

ADMINISTRATION TASKS



2,268

Hospital letters
actioned by Practice staff



4,291

Prescriptions
Issued



17,803

General Admin
Tasks by Clinical and Admin Team



3,070

Patient Results
Reviewed



Private GP Letter Requests

A patient request for a private GP letter must be received in writing. Patients are advised to state exactly what it is they need the letter to say. A deposit of £30 is required upon receipt of written request. These letters are given no timescale for completion and staff will contact the patient when their letter is ready for collection. A payment of £60 can be paid by the patient to have the letter ready within 48hrs.

GP's do not complete letters addressed to the education authority or any benefit organisations.



Patient Medical Notes Requests

Requests for patient medical notes must be received in writing. These requests have a timescale of 31 days. Finance staff will contact patients when their notes are complete. All notes are paperless and will be emailed to the patient upon completion. Patients who have received a copy of their medical notes previously and are requesting another copy are required to pay a fee of £50. A card machine is available at reception for contactless payment.



Book Donations

FOR BOOKCASE IN RECEPTION

Please bring in any old books for our charity bookcase. Books are being purchased at a steady rate and we are constantly in need of new books to fill our shelves. We are very grateful for all donations we have received.

THANK YOU FOR YOUR KIND CONTRIBUTION

Violence and aggression

**It's not part of the job.
Be considerate to staff.**



Health and
Social Care



RCN FOUNDATION

Open grants for Education

The below grants are open for applications from 16 August until 5pm on 18 October:

- Professional Bursary Scheme (PBS): grants of up to £1,600 available for continuous professional development. Open to UK registered nurses, midwives, healthcare support workers, nursing associates and maternity assistants
- RCN Foundation Into Nursing Grant: grants of up to £2,500 available per annum for graduates in any discipline (with either a 1st or 2:1 degree) looking to study nursing
- RCN Foundation Olufunke Adeyeye Education Grant: grants of up to £1,600 available for nurses, midwives, healthcare support workers and maternity support workers from the Global Majority
- RCN Foundation Needlemakers Grant: grants of up to £1,600 available for nurses and midwives who use and can demonstrate the use of needles in their work
- RCN Foundation Kidby Student Grant: grants of up to £2,500 available for student nurses that are RCN members, studying and living in the SE region of England.



FLU AND COVID19 BOOSTERS



OVER 65'S FROM OCT 24

All patients aged 65 and over are being invited for their Flu and Covid19 booster vaccination this autumn. Clinics will be held in October at the surgery.

Vaccines will be given together in a strict 5 minute appointment slot. The nurse will be unable to deal with any other queries during your appointment.

Please wear a short sleeved top to your appointment and ensure your coat is removed prior to entering the nurses room.

Those who are immunosuppressed, under 65 years of age or in an at risk group, will be invited in due course via SMS. Further information on at risk group criteria is available at our website and our Facebook page.

Covid and Flu Appointments for over 65's can be booked via patient online services or by contacting our reception staff after 10.30am any day.

If you cannot attend your appointment, please let reception staff know asap to avoid wastage of an appointment that can be given to someone else.