

Monthly Newsletter

OCT 2024



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Positive Feedback

We received positive feedback regarding our surgery Facebook page. The patient stated the page was great and that they particularly liked the helpful and informative nature of all the posts that are uploaded.

We also received glowing feedback on our Advanced Nurse Practitioner Gillian Watson. The patient found Gillian to be very informative and said she had a very helpful and kind nature.

We as a practice enjoy receiving feedback from you, the patients, in relation to our service. We encourage all kinds of feedback that is shared with the practice team, positive or constructive. We use this feedback to better the service we provide.



COVID19 AND FLU BOOSTERS

Now booking patients aged
OVER 65's and
Immunosuppressed

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 02893353454 after 10.30am

 www.patientservices.co.uk



RCGPNI

General Practice of the Year Award

Meadowbridge Surgery was nominated this year for General Practice of the Year award!

This award aims to celebrate the hard work of GP practices. Each year, patients submit nominations to RCGPNI about how their GP surgery goes above and beyond to support them and their families, by providing outstanding levels of care. Below are a few examples of reasons why our patients nominated us this year.

"In the most challenging of times for primary care, staff at Meadowbridge are consistently calm, friendly and efficient and work as a team from GP's to nurses, frontline reception staff to auxiliary staff. The waiting area is pleasant and filled with art. The medical staff take time to listen and follow up. The reception staff are heroes!"

Usually able to get telephone consultation or GP appointment on the day. All staff, including reception staff, doctors and nurses are efficient, helpful, pleasant and knowledgeable. Health surveillance is carried out regularly. Treatment and rationale is discussed with the patient. When my life limiting condition was diagnosed, the GP telephoned and arranged an appointment to discuss the diagnosis, implications and further referrals. I was very impressed and thankful for the clear information as well as the empathy he showed me."

We are all extremely grateful for these very kind comments and feel very privileged to have been nominated for this very prestigious award.



Stress Control Online

Stress is a normal reaction to the rapidly changing and uncertain times we are all living in at the moment. If you are feeling a bit more stressed than usual and would like to learn some great ways, free-of-charge, to deal with common problems like anxiety, depression, panicky feelings, poor sleep and poor wellbeing then come along to our online Stress Control class.

'Stress Control' is a six-session cognitive-behavioural therapy class used extensively in community-settings by the NHS (UK) and HSE (Ireland) and across the world. You can find out more here: <https://ni.stresscontrol.org/>

As you can't come to a regular Stress Control class due to the current circumstances, Stress Control will come to you and live stream the sessions.

Each session will be available on the YouTube channel from 9am and will remain available until 8am the morning of the next session. E.g. Session One will be available from 9am Monday 23rd September and will be taken down at 8am Monday 30th September, Session Two will then premiere at 9am. The sessions will be led by Dr Jim White, consultant clinical psychologist, who created the class and who has taught most of the NHS (UK) and HSE (Ireland) trainers who would normally be running classes across the country.

For more information or to sign up, go to <https://ni.stresscontrol.org/>



Guidance on Prescriptions after seeing a Private Practitioner

Patient Information Leaflet

In Northern Ireland, most patients get their medical treatment from the Health and Social Care service which means that you don't need to pay anything for the treatment. However sometimes patients may choose to have a private consultation and/or treatment. This treatment is provided outside the health service and usual has to be paid for.

What is the difference between a private and an HSC prescription?

A private prescription looks different from an HSC prescription as it is normally written on letterhead paper or a private prescription form. You must pay for a private prescription.

Your GP practice will not usual be able to transfer a private prescription onto an HSC prescription and there are a number of reasons why.

For more information, go to our website www.meadowbridgesurgery.co.uk where a four page information leaflet has been uploaded and is available for patients to browse.

SEPTEMBER STATISTICS

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

MEADOWBRIDGE SURGERY | 2024

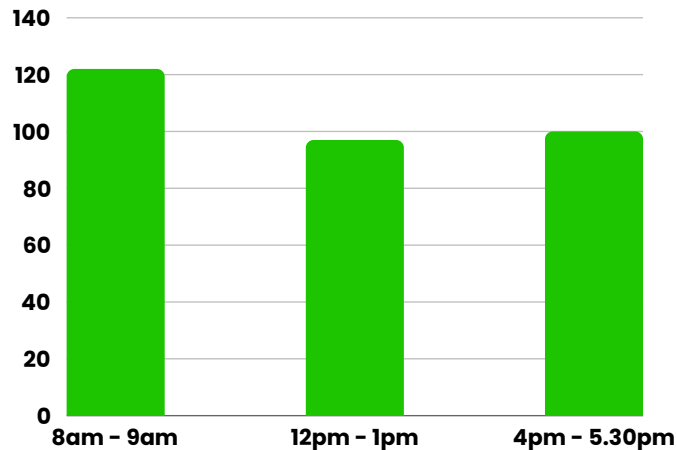
TELEPHONE STATISTICS

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



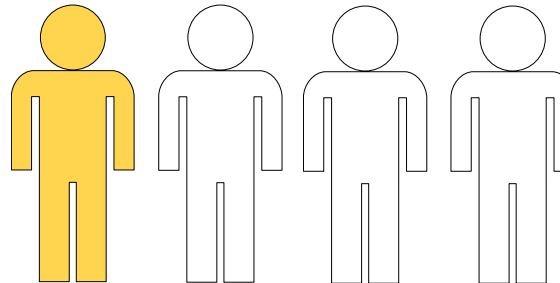
Face to Face
Appointments

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

Allied Health Professions (AHPs) – Average Waiting Times for AHPs in weeks (at month end)

AHP SERVICE	Jul-24			Aug-24		
	Average Wait (Weeks)			Average Wait (Weeks)		
	EMERGENCY	URGENT	ROUTINE	EMERGENCY	URGENT	ROUTINE
NUTRITION & DIETETIC PAEDIATRIC SERVICE	–	8	27	–	10	29
NUTRITION AND DIETETICS SERVICE	–	5	20	–	6	21
CHILDRENS OCCUPATIONAL THERAPY SERVICE	–	–	57	–	–	59
OCCUPATIONAL THERAPY COMMUNITY ADULTS SERVICE	2	4	14	3	5	15
OCCUPATIONAL THERAPY HOSPITAL OUTPATIENT SERVICE	–	8	35	–	8	37
OCCUPATIONAL THERAPY WHEELCHAIRS SERVICE	–	1	10	–	7	10
ORTHOPTIC VISUAL FIELDS SERVICE	–	–	2	–	–	–
ORTHOPTICS SERVICE	–	4	5	–	3	5
PAEDIATRIC PHYSIOTHERAPY SERVICE	–	2	3	–	2	3
PHYSIOTHERAPY DOMICILIARY SERVICE	–	1	5	–	2	6
PHYSIOTHERAPY LEARNING DISABILITY SERVICE	–	–	5	–	1	1
PHYSIOTHERAPY LYMPHOEDEMA SERVICE	–	4	7	–	2	9
PHYSIOTHERAPY MENTAL HEALTH SERVICE	–	–	–	–	–	–
PHYSIOTHERAPY MSK SERVICE	–	4	25	–	4	25
PHYSIOTHERAPY NEUROLOGY OUTPATIENTS SERVICE	–	4	9	–	4	9
PHYSIOTHERAPY PELVIC HEALTH SERVICE	–	8	33	–	6	32
PODIATRY SERVICE	–	2	5	–	4	5
SPEECH AND LANGUAGE THERAPY	–	15	18	–	27	20
SPEECH AND LANGUAGE THERAPY ADULT COMMUNITY SERVICE	–	5	24	–	5	24

- Includes all referral sources
- These are average current waiting times and the actual wait of an individual patient is likely to be longer

Outpatients – Average Waiting Times for Outpatient Clinics

There is now a regional waiting times website called My Waiting Times NI.

Average Outpatient Waiting Times can be accessed on the following web address: online.hscni.net/my-waiting-times-ni/nhsct/nhsct-outpatient/

This can also be accessed by clicking here:

[Northern HSC Trust - Outpatient - DOH/HSCNI Strategic Planning and Performance Group \(SPPG\) – formerly HSCB.](#)

This contains all updated average Waiting Times for Outpatient Specialities.

Radiology - Average Waiting Times for Radiology in weeks (as at 29/08/24)

Diagnostic Grouping	Red Flag	Urgent	Routine
Barium Studies/Fluoroscopy	3	9	20
Cardiac MRI	-	-	153
CT	1	6	46
CT Cardiac	-	13	51
CT Colonoscopy	2	8	47
Dexa Scan	-	4	6
MRI	3	7	51
MRI with GA	1	13	21
Non-Obstetric Ultrasound	2	2	21
Other Test	3	4	4
Plain Film	1	2	4
Radio Nuclide	2	6	25



Cholesterol and Diabetes

Your risk of high cholesterol and how it is treated

Many people who have Type 1 Diabetes should be prescribed statin treatment for the primary prevention of heart disease. This means you may not have high cholesterol levels, but statins help to keep them in a healthy range and reduce the risk of heart disease.

Those people with Type 1 Diabetes who should be offered statins, regardless of their cholesterol levels, include:

- People older than 40 years
- Those who have had diabetes for more than 10 years
- Those with established kidney damage or other CVD risk factors

For people with Type 2 Diabetes, your overall CVD risk might be calculated using something called a QRISK calculator. Your healthcare team should explain what your risk of CVD is and how best to manage your blood fat levels. For primary prevention of CVD, people with type 2 diabetes who have a 10% or greater 10-year risk of developing CVD should be offered statins.

If you have high cholesterol levels, you should have a blood test to measure total cholesterol, HDL cholesterol and non-HDL cholesterol three months after starting statin treatment, with an aim of 40% reduction in non-HDL cholesterol. Ask your healthcare team what your individual targets are for your cholesterol levels.



There is evidence that some foods can protect our heart, either by their effect on cholesterol, triglycerides or through other means. The way that you prepare all of these natural foods has a huge effect on your health. It's better to boil, steam or grill them. Some of these foods include; Oily fish, Fruit and Veg, Nuts Oats and Barley.



'Functional foods' is a term used to describe foods or food ingredients with components that provide a specific health benefit beyond the basic nutritional value of normal foods. Probiotics, for example, promote growth of healthy gut bacteria, while adding plant sterols and stanols in larger amounts than you find in natural foods can help reduce cholesterol.

For more information go to <https://www.diabetes.org.uk/guide-to-diabetes/enjoy-food/eating-with-diabetes/managing-other-medical-conditions/cholesterol-and-diabetes>

Keep in Touch



Meadowbridge Surgery



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www.meadowbridgesurgery.co.uk

