

Jubilee Medical Group

August Newsletter 2017

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ANNUAL FLU VACCINATIONS

It may still seem a long way off, but we wish to give advance notice to remind those eligible patients that flu vaccinations will be available at our surgeries from the end of September onwards.

You are eligible to receive a free flu jab if you are:

- 65 years of age or over;
- pregnant.

Or have certain medical conditions, such as:

- chronic (long-term) respiratory diseases, such as asthma (which requires an inhaled or tablet steroid treatment, or has led to hospital admission in the past), chronic obstructive pulmonary disease (COPD), or bronchitis;
- chronic heart disease, such as heart failure;
- chronic kidney disease;
- chronic liver disease, such as hepatitis;
- chronic neurological conditions, such as Parkinson's disease or motor neurone disease;
- diabetes;
- problems with your spleen – for example, sickle cell disease or if you have had your spleen removed;
- a weakened immune system as the result of conditions such as HIV and AIDS, or medication such as steroid tablets or chemotherapy;
- are living in a long-stay residential care home or other long-stay care facility;
- receive a Carer's allowance, or you are the main Carer for an elderly or disabled person whose welfare may be at risk if you fall ill.

If you are unsure whether or not you are eligible for a 'free' flu vaccination, then please ask us.

If you are housebound please telephone Reception and your name will be placed on a list for home vaccination.

Children

All children aged 2 and 3 will be eligible to receive the flu vaccination at the surgery. This is called Fluenz which is given via a nasal spray. This is not an injection. Please note: Children in Reception Year or in school years 1, 2, 3 & 4 will be vaccinated in school.

Our flu clinics will be advertised in the surgeries from August so please make sure you look out for the notices. In addition to providing flu vaccination in our routine appointments we will be holding some flu clinics on a Saturday for your convenience.

‘MyGP App’ explained

On 3rd July 2017 we launched the MyGP App which is a secure way for you to book and cancel appointments using your mobile phone or tablet. Patients who have a mobile telephone number listed on their medical record should have received a text message from us inviting them to download the App.

If you did not receive a text it could be for the following reasons:

- the mobile number on your records is no longer in service
- the number is incorrect
- the number is shared with another patient eg. husband and wife use the same mobile phone
- there was a technical issue and the text did not send

If you feel you should have received the text, but did not, then please contact us to ensure we have the correct mobile number for you.

Should you wish to download the App then you can do so by visiting:

www.ilovemygp.co.uk

or use the link on our website under: ‘Appointments’

In addition to booking and cancelling appointments, the App also allows you to:

- Set up medication reminders
- Self-monitor your health, by allowing you to record your blood pressure readings and your weight

Things to be aware of when using the ‘MyGPApp’:

- Currently the App calendar will only display appointments available in the next two weeks. This is a default setting and cannot be changed by the Practice, however there are plans by the App provider to extend this to four weeks in the near future.
- Each patient may only book a maximum of two appointments, if you try to book a third, then a message will be displayed advising you that the maximum is 2.
- Once you have selected your appointment slot it is not confirmed until you receive a notification from the GP. This will come as a data message in the Messages section or as a push notification if you do not have the App open.
- You may get a message indicating that the slot you had ‘booked’ is no longer available, this is likely to be because another patient was trying to book the same appointment at the same time as you.

If you experience problems with the App then please let us know.

REMINDER:

**If your mobile phone number changes please
let us know so we can update your records.**

Patient Participation Group AGM a big success



THE Patient Participation Group (PPG) of the Jubilee Medical Practice held their AGM/Social Evening on 16th May, it was very successful with 120 patients attending. Chairman Alan Smith opened the meeting by thanking and welcoming all those who attended. He introduced the PPG members and gave an overview of the PPG activities over the past year.

Dr Naimish Gandhi thanked the PPG for their work in supporting the practice and thanked the local pharmacies for attending and each supplying a raffle prize. He then went on to give a short talk entitled 'What is an Emergency', which included such subjects as headaches, strokes, heart disease and breathing problems and how to recognise them.

Dr Julie Taylor then gave a presentation on diabetic emergencies. She explained that hypoglycaemia is due to low blood sugar levels and it is important that sufferers understand their own symptoms and should check their glucose levels if becoming anxious, hungry or agitated. Taking sugary drinks or food will help. Hyperglycaemia is due to high blood sugar levels and the signs of this are fast breathing, dehydration, vomiting or scent of pear drops on breath. This can be caused by illness, infection or excess of alcohol.

It was then the turn of our chairman Alan Smith to give a presentation on how to recognise and treat bleeding in an emergency, using the acronym PEEP:

- P is for Position - laying the patient down to prevent falling;
- E is for Examination of the wound;
- E is for Elevation if possible;
- P is for Pressure to stem the flow until emergency services arrive.

Angela Reynolds – Nurse Practitioner – then talked about the importance of having a well stocked first-aid kit in the home and how important it is to check it regularly. It doesn't have to be a shop bought one but a biscuit tin or similar will do just as well, so long as it is well stocked with plasters, dressings, finger bandage, gloves, pain killers and antihistamines.

A short break during the evening was taken to enjoy some refreshments, which included a quiz for the patients and to draw the free raffle with prizes of 2 First Aid Kits kindly donated by the Village Pharmacy NAG and Lloyds Pharmacy Longfield and £10 Book Tokens donated by JMG.

JMG Website: <http://www.longfield-newwashgreen-surgeries.co.uk>

Dr Krish Bhanot outlined the current situation in the Jubilee Medical Practice and the shortage of GPs nationally. The national investment in GPs has not increased whereas the population has – particularly the older population. While the practice has not had a full complement of doctors for some time, two new doctors – Dr Handy and Dr Tuladhar – are joining the practice, but Dr Luffingham is retiring in October.

He also advised patients of the volume of interactions and work processes undertaken by the staff within the practice in a typical week, see the graph below for week starting 8th May 2017.

Many patients were not aware of the long hours worked by the GPs or the amount of work involved reading patients reports often working till 11pm to get through them.

Hospitals are now routinely discharging patients into the care of the GPs for follow up treatment and monitoring due to their own shortage of staff and beds. This has increased the workload of the GP considerably but with no extra funding to cover the costs involved.

The results of the CQC Inspection were ‘Good’ in all areas. On-line details will be available later this year for appointments, repeat prescriptions and accessing medical records.

During the Question and Answer session, Drs Taylor, Bhanot and Gandhi answered various inquiries about: waiting time for appointments; the efficiency of the telephone system; missed appointments; security of personal data.

Alan Smith closed the meeting at 9.15 with thanks to everyone who attended and expressed the gratitude of the practice to Longfield Academy for use of the Helix Canteen and to the local magazines, The Hart, Town & Country Post and The Village Advertiser, for advertising the event.

Work undertaken by the practice staff in a typical week

RECEPTION		
Telephone calls answered	2603	Across both sites
Prescriptions, both Repeat and Acute	1179	On average 236 per day, and the clinical system was shut down at 4:45pm on Friday because of a national data security threat
Patients checked-in at the front desk for GP /Nurse/HCA appointments	1161	This does not include those attending the surgery for other services such as: diabetic eye screening, physiotherapy, counselling.
Documents received, scanned into patient records	913	This includes hospital letters, emailed test results and hospital discharge summaries
PRACTICE		
Telephone calls made	1329	Across the whole practice
Results of investigations and tests received (Blood tests, x-ray results, ECG results etc)	775	
Home visits made by GPs	99	To Nursing Homes and in the community