



# DOWNLAND PRACTICE

## Patient Info Sheet Issue No: 019 (May 2022)

Welcome to the Downland Practice patient info sheet, we have the following updates:

1. Abuse of NHS staff
2. Nursing team update
3. Appointments
4. Change GP Requests
5. Staff Changes
6. Patient Participation Group
7. Dr Curtis Update

### **Abuse of NHS staff**

There have been several patients behaving in an inappropriate manner towards the staff whilst using the pharmacy, practice telephone and text messaging facilities. Behaving in an inappropriate manner towards our staff is not to be tolerated. We have now placed up NHS posters across both sites to remind patients to behave when using NHS services at the downland practice. This is still an issue at the practice, patients who misbehave towards any of our staff will be given a warning letter, where appropriate then the Police will be informed, this may end up with the patient receiving a Public Order Offence and being removed from the Downland Practice List.

### **New Paramedic**

Mike Essery joined the team on the 24 January 2022. Mike will be seeing patients who have urgent on the day demands, if it is appropriate then the patient will be handed over the care of the Duty Doctor. This will allow the practice to eventually free up some GP time so that we can offer more routine GP appointments to our patients. Mike has been well received by many of the patients he has seen to date.

### **Change GP Requests**

We are getting several change GP requests; this is where the patient's named GP is requested to be changed for another GP. Please be aware that if the GP you request already has a full list of patients, then you will be allocated to a GP who has gaps in their patient list. This then reduces a GP having too many patients on their list and reduces their patients from having to wait longer to see them for a routine appointment. From time to time the GP lists are amended so that the spread of patients is equal across the GP's who work at the Practice. A GP who works four days a week will have a patient list double that of a GP who works two days a week. The Practice always attempts to send patients a text to notify them of the change on their named GP, failing this an email will be sent, failing that then a letter will be sent out. Whilst we endeavour to action GP change requests within a four week period this can be longer due to large GP lists and GP annual leave.



## **Staff Changes**

Barbara Howe the Clinical Pharmacist is left the team at the end of March 2022. She may still be about in the Downland Pharmacy for a few months as she has elected to undertake Pharmacy Locum Work. The Downland Practice are in the process of recruiting a new Clinical Pharmacist. A Clinical Pharmacist role is becoming more embedded at the surgery, they undertake medication reviews for patients and can see patients for chronic health disease reviews and some can deal with urgent on the day patients. This is freeing up GP time so that the GP's can see other patients with more complex needs that take longer than the standard 10-minute GP appointment. The Downland Practice has been successful in recruiting a new Pharmacist to run the Downland Pharmacy. Sharifah Khan currently works for Boots in Thatcham and is due to start in Mid July 2022.

## **Patient Participation Group (PPG)**

The Downland Practice PPG has been in operation for several years but in the last few months we have started to formalise this group more. We now have a Chairperson and a PPG Committee, this PPG Committee currently exists from the previous PPG members who are generally representatives of the Parish Councils. If any patient wishes to join the PPG then they are most welcome to email at [pm.downland@nhs.net](mailto:pm.downland@nhs.net). PPG members will be sent out updates from the practice by email. The PPG are planning to have their first annual event on the evening of the 6 July 2022, time and location TBC but this will be an evening event where patients will be welcome to attend and hear what the practice has been doing over the last 12 months. The PPG are working on developing the PPG area of the Downland Practice website and will be looking to increase PPG Membership across the patient population.

## **Dr Curtis Update**

Dr Curtis is leaving the Downland Practice so that he can return to his medical studies in tropical diseases. Dr Curtis has been a GP Partner at the practice for over 10 years, he first arrived at the Downland Practice as a GP Registrar. Dr Curtis will be missed by his patients and team members at the practice. Dr Victoria Ashall will be taking over from Dr Curtis, Dr Ashall is a GP partner at another GP practice and is an experienced GP. There may be some changes in allocations of patients until her arrival in early November 2022.