

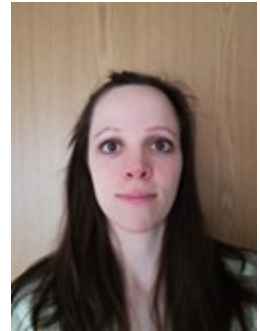
# GREYSTOKE GAZETTE

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## Staff News

In December we said goodbye to our medicines manger Lyndsay Harris, we will miss her enthusiasm and our patients her efficiency at sorting out medication queries. However, the good news is that we have reviewed the role and decided to double the hours. The position has been filled as a job share by **Helen Ramsden** who has been a receptionist here for 8 years and recently been working with Lyndsay and a new member of staff **Jane Canham** who introduces herself below:



*Hi. My name is Jane and I have joined the practice as a Medicine Manager. I have worked in the pharmacy setting since 2010 and in the medical setting all my working career. I'm a mother of two young girls and live nearby. Meeting and interacting with people is something I very much enjoy so please feel free to contact me and I will do everything I can to assist you.*

In addition the partners have decided to invest in increased hours in our reception and typing team to improve customer service and efficiency. We would be very grateful for your patience while we train them all as there is a lot to learn. The 4 new members in this team introduce themselves below:

### Karon Dry

*After returning from Australia, where I lived for 12 years I began working for the NHS. I spent 15 years within a GP practice in Gosforth. My hobbies include gardening and walking my Cocker Spaniel Alfie. I love to travel and recently visited the Philippines.*

### Clare Smith

*Hello, my name is Clare Smith and I live in Bedlington. In the past I have worked as a Beauty Therapist and as a Support Worker for people with Learning Disabilities and brain injuries and most recently, worked for North East Ambulance Service in the Patient Transport Service. I am looking forward to meeting you all and being part of the Greystoke Team.*



### Julie Hydes

*Hello, my name is Julie Hydes and I'm from the Scottish Borders. I recently moved to the area to be closer to family and to enjoy the beautiful beaches and countryside of Northumberland. I have for the last 12 years worked as a secretary to a Consultant in Gastroenterology at the Borders General Hospital in Melrose. I'm very happy to be working at Greystoke Surgery, being part of a great team and helping the best way I can.*

### Dawn Farrell

*I have over 16 years' experience working in the NHS. Before I joined Greystoke Surgery in November, I was a Medical Secretary at the Newcastle Eye Department at the Royal Victoria Infirmary. Prior to this, I was a Medical Receptionist at The Bondgate Surgery (now Alnwick Medical Group) for 7 years. I am very excited to join the team at Greystoke and look forward to meeting everyone.*



## Measles outbreaks in England linked to importations from Europe



Since November, measles outbreaks have been declared in Leeds, Liverpool, Birmingham, Manchester and Surrey that are linked to large outbreaks in Europe, with Romania, Italy and Germany being the worst affected countries. All UK cases have been reported in children and adults who have not received two doses of the MMR vaccine.

Measles is highly infectious and can lead to serious complications, particularly in patients with other serious illnesses and young infants. It is also more severe in pregnancy, and increases the risk of miscarriage, stillbirth or preterm delivery.

If anyone in your family has not had 2 doses of MMR please contact our practice nurses.

## Ordering prescriptions



We recently closed for an afternoon for a brainstorming session on how to improve our systems for ordering repeat prescriptions to reduce delays and errors. A member of the Patient Participation Group and local pharmacists joined us to ensure we had input from the beginning to the end of the process.

We are increasing training and tightening up our systems in house as a result but it was also highlighted that patients could help us by:

1. Increased use of on-line ordering as the requests can be dealt with by a receptionist with extra prescribing training in protected time. Please speak to reception to sign up for this.
2. Waiting until after 10am to phone for repeat prescriptions as the lines are very busy from 8-10am with people phoning for appointments.

## Greystoke Telephone System



As previously advised, the surgery has increased the number of lines into the surgery to help cope with demand, along with the number of admin to answer the calls. A Patient Participation Group member raised a query around patients not being able to get through to the surgery at very busy times, and receiving a message like – ‘your call cannot be connected’.

The PPG had wondered if our phone provider could add a message along the lines of ‘the lines are busy at the moment, please try again later’. We have spoken with IT Telephony and they advise that we could have a message like one above – but – this will incur a cost to the patient to hear the message as the lines have to connect and are chargeable.

We have considered this and we don’t want patients to incur any charges in possibly hearing messages at busy times, so have decided to leave the service as is. We do not want to leave some patients in a position of not having enough credit / minutes to phone the surgery.

## North East Urgent & Emergency Care Network—Child Health

It’s a real worry when children become ill. Understandably, we don’t want to take any risks. Parents and carers can now find NHS advice at their fingertips to help look after their children’s health. ‘Looking after your child’s health.’ is an important NHS guide for parents and carers of children aged 0-5 years.

The app gives easy to understand guidance on childhood illnesses, recognising when your child is unwell, and advice on when and where to seek further treatment. Download the free NHS app today! Just search for ‘NHS child health’ on Google Play or Apple’s App Store



## The National Diabetes Audit

This is one of the most detailed studies of the quality of care provided anywhere in the world collecting **anonymous** data on diabetes care from every General Practice in England and Wales.

Patients do have the right to opt out of this data collection if they so choose. If you do not want your data to be included in this audit, please advise the computer team that you wish to opt out by contacting 01670 511393.