Tri-Links Medical Practice Newsletter

Winter 2024

Staffing

We would like to welcome Dr Lal, our new salaried GP who started with us in September of this year. Dr Lal brings a wealth of experience to his new role and we are looking forward very much to working with him.

Christmas Opening Times:

The Practice will be closed on Wednesday 25th & Thursday 26th December 2024

and Wednesday 1st January 2025

Don't leave it too late to order your prescriptions!

Tri-Links Medical Practice would like to wish all of our patients a Merry Christmas and a Happy New Year!

Welcome to this Winter issue of our Practice Newsletter

We hope to issue a newsletter 4 times per year to update you all on how the practice is doing and notify you of any major changes that are taking place. We hope that you find the information useful, and it makes it easier to access our services.

Surgery Update

Patient Triage

We are now four and a half months into the triage appointment system. Traditionally, our patients would book appointments to visit the practice in person. However, the demand for appointments has increased vastly in recent years, and General Practice have had to address the issue of capacity to maintain patient safety and satisfaction. Demand for appointments has increased significantly and here at Tri-Links we are working at well over full capacity and without compromising safety, we have had to turn to a new way of working.

Patient Triage is an approach recommended by NHS England, to improve accessibility to Primary Care services. The main objectives are to enhance the quality of care our patients receive, to ensure that they are given the most appropriate appointment or advice to meet their needs and that this is done in a timely way.

We request that most patients begin to contact us via our website where they will be asked to complete a short online questionnaire when making a request. If you are unable to complete the online questionnaire then our trained reception staff can help you to do this on the telephone. All requests submitted before 11am will be reviewed that day by one of our experienced Clinicians. The Clinician will decide which member of our healthcare team is best placed to help, the most suitable timeframe for the appointment and whether this is best suited to be via telephone or in person at the practice. Where

Are you a Carer?

Have you registered as a Carer with the Surgery?

Being an unpaid carer means you provide care and support to someone who cannot manage day to day activities without your help. This may be a loved one, family member or friend who has an illness, mental health problem, an addiction, or is elderly and frail.

Many Carers believe that caring for loved ones, family or friends 'doesn't count' and therefore don't consider themselves as carers. However, the responsibility of caring for another person can have a significant impact on both the mental and physical health of the person providing care. It is not easy to look after yourself when you are looking after someone else making it especially important that you let your GP surgery know you are a carer so that we can provide help and support to you when it is needed and can signpost you to local services who are able to provide additional support.

There are a number of ways you can register yourself as a carer with us, fill in a form on our website, pop into the reception, call the main surgery telephone line or discuss it with a clinician next time you have an appointment.

necessary, we might ask you to answer a few additional online questions to help our Clinician prioritise the patients who need more urgent care.

After 11am each day if you have an urgent request, please contact the surgery by telephone and the Clinician will advise accordingly. If you have a NON URGENT issue, please complete the online form the next working day which is open between 6.30am and 11am. We understand that change can sometimes be difficult, but we are confident that:

Patient Triage will bring many benefits to you, our patients.

• Improved access to Care: total triage has been shown to reduce waiting times by freeing up appointments for those patients who actually need them.

• Convenience: using digital communication is often more convenient. If you haven't already then please download the NHS App

• Enhanced Patient Experience: we are committed to providing you with the best possible care. Patient Triage improves communication and ensures you see the right person best able to help you, in a timely manner.

• Embracing Innovation: as healthcare technology advances, we are committed to staying at the forefront of these innovations. Total Triage will enable us to adapt and evolve with the changing landscape and ensure that you benefit from the latest advances in medical care.

What if I have trouble using the new system?
Our skilled reception team will of course provide additional support to any patient who is unable to use online resources.

Extreme Sports

As a practice we are no longer able to sign insurance paperwork for diving or extreme sports. This paperwork is not part of core NHS general practice, and the liabilities involved would require our GP's to pay for individual specialised indemnity cover.

Flu Vaccination

We have been hard at work inviting eligible patients for seasonal flu and covid vaccination. If you still need to get your flu vaccination please call us to book and we can check availability. If you want a covid vaccination only you can book a vaccination by calling 119 or visiting the National Booking Office website.

Eligible Patients:

are aged 65 or over

are pregnant

are aged 6 months to 64 years and have an increased risk of getting seriously ill from COVID-19 because of a health condition or treatment live in a care home for older adult

Did you know that Tri-Links Medical Practice has a Facebook page. Follow us for useful health information
and surgery updates!

SURGERY STATISTICS

In the month of November the Practice received:

4764 Phone Calls

2703 appointments were booked

993 appointments were triaged

126 patients did not attend their appointment

DNA's – Did Not Attend

DNA rates are increasing. In the last 3 months, we've had a total of 474 appointments not attended. You can cancel an appointment by; replying 'CANCEL' to your reminder text, using online services such as the NHS App or calling or popping into reception. By notifying us we can offer your appointment to another patient, but please give plenty of notice

NEW YEAR'S RESOLUTIONS!

Christmas and the New Year are fast approaching and many of us will be thinking about turning over a new leaf in the coming year with losing weight or stop smoking being issues many of us will be determined to tackle. Even if you have tried before – try again! We are here to help you. If you wish to stop smoking please make an appointment to see one of the nursing teams. To help us help you, come with information about why you have failed in the past and how you wish to overcome this and also decide on a date you wish to stop.

Fear of Flying

The GMC (General Medical Council) has issued guidance explaining that medical practitioners should NOT prescribe sedatives to patients with a fear of flying. The reasons for this are: Sedatives can impair your judgement and ability to mobilise in an emergency. Sedatives put you into an unnatural sleep with decreased movements which increases your risk of blood clots (DVT). Some people can become aggressive and disinhibited with these medications which is extremely dangerous on a flight. Diazepam (benzodiazepine) is not licensed for phobias in the UK. In several countries Diazepam is illegal and would be confiscated. You can speak to a private travel clinic for a prescription or most airlines offer 'Fear of Flying' courses which are known to be very successful in managing symptoms in most cases.

We are committed to providing a safe and respectful environment for all patients, staff, and visitors. Recently, we've seen an increase in unacceptable behaviour, including verbal and physical abuse, directed at our team. We want to remind everyone that our surgery operates under a zero-tolerance policy for any form of aggression or abuse.

This policy ensures that we can focus on delivering high-quality care without fear or harassment. Patients who display abusive behaviour may face being removed from our practice list and having their care transferred elsewhere.

We thank the majority of our patients for their kindness and understanding and ask for everyone's cooperation to maintain a positive and professional atmosphere.

Annual Health Reviews

We value your health and want to ensure you receive the best care possible. To help us stay proactive in managing your health, we are now inviting patients for their long-term *annual health review* during their birth month.

These reviews are an important opportunity for us to assess your overall health, update your medical records, and address any ongoing concerns.

By scheduling reviews based on your birth month, we aim to make this process more convenient and manageable for everyone. Invitations will be sent in advance, so please keep an eye out for your invitation. Please note that in most cases the review will be with a nurse. You may need to provide a urine sample and have a blood test, but we will inform you of this when we send the invitation.

Your health is our priority, and together, we can ensure you're supported every step of the way. Thank you for partnering with us in maintaining your well-being!

Medication

Please leave 72 hours to collect medication after it being issued by the Pharmacist. Every month the Pharmacist receives in excess of 1700 prescription requests of which 90% are processed with within 72 hours.