



# Milman & Kennet Surgery

## YOU SAID, WE DID

The Friends and Family test was recommenced on the 1<sup>st</sup> July 2022 – since then we have received 343 responses with 86% of patients saying they would recommend us to friends or family.

We identified from the feedback that you are experiencing issues with monthly medication requests. As a result, our Clinical Pharmacists have pledged to actively transfer as many eligible patients as possible to repeat dispensing. This means you will not have to request medications as frequently because the number of issues is automatically increased.

We will monitor this as a quality improvement project and will let you know the results later in the year.

## Quarterly Newsletter – No 1 (Summer 2022)

### WE'RE HERE FOR YOU

One of the ways we can improve our care for you is to communicate effectively. We are starting the Newsletter to update you on Surgery matters and to give answers to the questions that you are asking us.

### Booking an Appointment

You can book your appointment by calling the Surgery on 0118 986 2286. Appointments are available for urgent matters on the day, and we suggest you call at 08:00 for these. For non-urgent or routine matters, appointments can be pre-booked for later days; we ask that you avoid peak times to call for these appointments (after 10:00).

When you book an appointment, the receptionist will ask you questions about the reason for your appointment. This will ensure that you are seen by the most appropriate member of our team and avoid unnecessary delays for you. We are continuing to offer appointments on a 'patient choice' basis which means that you get to choose whether you wish to be seen face-to-face or would prefer the convenience of a telephone call. This is another reason for asking for the reason for your call as sometimes a telephone call would not be suitable for your condition. In such a case the receptionist will advise you of this and book you into the most appropriate appointment type.

If you prefer to be seen at a particular location or with a particular clinician, you will need to pre-book. You can discuss this with the receptionist when booking your appointment and they will do their best to accommodate your requests. However, you will need to be flexible as all staff work across Milman Road and Kennet Surgery sites to ensure that a full range of services are offered.

### Changes in the Annual Review Process

Having started the long-term condition annual reviews for this year we wanted to let you know the process will be a little different and what you could expect.

Firstly – what is a long-term condition? It is a physical health condition that requires ongoing management over a period of years. This includes conditions such as Diabetes, Asthma, COPD, Heart Diseases, High Blood Pressure and Rheumatoid Arthritis, to name but a few.

Many patients have more than one of these conditions so we are looking to move away from a condition-focused model towards a more proactive, holistic and preventative approach to capture as much information as we can in fewer appointments.

Essentially, we want to address your conditions in two appointments wherever we can. The first appointment will be with one of our Health Care Assistants who will collect the relevant clinical information, including blood tests. Once all the results are received, we will organise a follow-up appointment with one of the Long-Term Condition Clinical Leads. During this consultation we will agree on the way forward in managing your condition, assessing any additional arrangements you may need, including changes to your medication. We call this your Personalised

Care Plan. You may not even be required to come in for the second appointment if your condition is well controlled as we can discuss this with you over the phone.

We hope that this approach avoids duplicating tests, investigations and reviews - meaning you have more time to be you rather than attending appointments at the Surgery. We have already started calling people in on the month of their birthday. This may mean that as we switch over to this new system your annual review for 2022 is closer to your last review than you expected, but in future you will be called annually. This change does not stop you booking your review yourself if we have not yet called you.

We anticipate a few months of transition. We hope this new system will make it easier and clearer for everyone, ensuring that you have enough information and understanding to make a quality decision about your future health care. We will be looking at the best way for you to book these appointments, including online booking.

### **NHS Health Screening**

Screening is a way of identifying apparently healthy people who may have an increased risk of a particular condition. The NHS offers a range of screening tests to different sections of the population, including Cervical Screening (or Smear Tests to women between 25-64 years), Breast Screening (for woman aged 50-70 years), Bowel Cancer Screening (offered to everyone aged 60-74 years by home test) and Abdominal Aortic Aneurysm (AAA) Screening (for men turning 65 years). It is important to look through the information that is given when you are invited for your screening appointment to help you make an informed choice about whether you have the test or not. However, there are many benefits to having a screening test which includes detecting a problem early and reducing the chance of developing the condition or any associated complications. It is also important that you do not miss your appointment, and if you do you rebook at a later date. For more information you can access the following website: [NHS screening - NHS \(www.nhs.uk\)](http://www.nhs.uk)

### **COVID and Flu Autumn/Winter Vaccination Programme**

The Surgery will be offering COVID boosters and Flu vaccinations to start in the Autumn (possibly late September). However, the finer details relating to vaccine delivery timeframes have not yet been agreed by NHS England. They have also not yet finalised which COVID booster vaccine will be available. Please also note, the Surgery will only be doing COVID boosters for those 18 years or older. The Flu cohorts will be the same as previous years, including those who are 50-64 years. We will provide more information as soon as it becomes available. Updates will be via the Surgery Website. We ask that you do not call for information about clinics in the meantime, as we will invite you for your vaccination as soon as we are able.

### **YOUR VIEWS MATTER**

We have a well-established **Patient Participation Group (PPG)** who act as the 'voice of the patients' reflecting views and opinions and thereby having a say in changes and decisions within the Surgery. We need and value the input from a wide range of patients especially the ones who are busy or with children or who may be carers for someone. The PPG has a virtual community and you can keep in touch by using email ([ppgmilmankennet@gmail.com](mailto:ppgmilmankennet@gmail.com)) to raise issues, ask questions or be kept informed about PPG matters.

### **PRACTICE CONTACT**

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Surgery Switchboard	0118 986 2286 (from 08:00)
Surgery Email	<a href="mailto:bobicb-bw.milman.kennet@nhs.net">bobicb-bw.milman.kennet@nhs.net</a>
Surgery Website	<a href="http://milmanandkennetsurgery.co.uk">Milman &amp; Kennet Surgery (milmanandkennetsurgery.co.uk)</a>
Surgery Opening Hours	Mon-Fri 08.00 - 18.30 Early morning, Saturday and evening appointments are available, please ask reception
<b>Please see the website for more details</b>	