



Milman & Kennet Surgery

Quarterly Newsletter – No 2 (Winter 2022)

WHAT'S NEW

We would like to introduce our Physicians Associate, Marion, who joined the practice in September this year. Marion is a medically trained, generalist healthcare professional, who works alongside the doctors to provide medical care as part of the multidisciplinary team. To qualify, Physicians Associates must meet a nationally approved standard of training and practice, required under the competence and curriculum framework for Physician Associates laid down by the Faculty of Physician Associates. This is an intensive two-year post graduate course (all entrants must already hold a relevant science degree, or clinical qualification to be accepted onto training).

YOU SAID, WE DID

The Friends & Family test gives us feedback on areas where you are experiencing issues. Below is a table of recent key concerns and how we are addressing them. We will monitor the actions and keep you updated.

Marion is trained to perform a number of roles including: taking medical histories, performing examinations, analysing test results, and diagnosing illnesses under the direct supervision of a doctor. Marion's supervisors are Dr Thava and Dr Bindra and she works across the Milman Road and Kennet Surgery sites.

For more information about the role please go to the following webpage: [FAQs | Faculty of Physician Associates - quality health care across the NHS \(fparcp.co.uk\)](https://www.fparcp.co.uk/FAQs)

| Month (2022) | Responses | Theme | You Said, We Did Actions |
|--------------|-----------|---------------------|---|
| Jul | 343 | Medication | We identified you are experiencing issues with monthly medication requests. Clinical Pharmacists are transferring as many eligible patients as possible to repeat dispensing. |
| Aug | 234 | Phone Line Access | We have experienced period of phone line disruption. As a result, we have recruited more reception staff and enhanced numbers available at peak times (8AM-10AM). Also in progress is an upgrade of line capacity and we are changing telephony provider in January 2023. |
| Sep | 187 | Clinical Continuity | We have identified concerns over patients not seeing the same GP. Communications are being improved around the role of some of our specialist clinicians who now see more patients and how they are linked to our GP pool. |
| Oct | 158 | Medication | We identified poor communication between the Surgery and community pharmacists on medication queries and have addressed the issue by setting up a dedicated email inbox to handle requests and queries from both parties and a WhatsApp Group to allow the practice and community pharmacists to share information. |

Flu and COVID vaccinations:

We have finished COVID vaccinations, however we continue to offer flu jabs and strongly recommend that those that have been invited by the Surgery get in touch with us to book appointments. We have sent messages to, called and written to those patients identified as eligible several times and kindly ask that where we have contacted you, you let us know if you would like us to remove you from the list for this season and we will then stop contacting you until autumn 2023.

We would also like to thank all the volunteers and staff that have given up their time to offer and run the COVID and Flu clinics. Reading Voluntary Action volunteers and Patients Participation Group PPG members have been instrumental in supporting the delivery of the clinics – we are incredibly grateful to all, with thanks.

Staff sickness and Isolation:

To protect our vulnerable patients, the National Guidance for healthcare staff is to isolate for a minimum of 5 days where they have tested positive for COVID, only returning to work from day 6 (with a clear lateral flow test). This

has significantly impacted staff levels and continues to do so. We are doing all we can to minimise the impact and ask for your understanding at this time.

Shingles:

Patients aged 70 to 79 years old are now eligible for a shingles vaccine. You can contract shingles at any time of the year so please contact us to book an appointment. The vaccine is not available through the NHS to anyone aged 80 years and over because it is considered to be less effective in this age group.

Cervical Screening:

Anyone with a cervix aged 25 to 64 years old, should be invited for screening by a letter from NHS England. If you have missed your last cervical screening, you do not need to wait for a letter to book an appointment – if you are in this position, please contact the Surgery to book your appointment.

Low Carbon Inhalers:

NHS England is committed to deliver the world's first net zero carbon health service, responding to climate change and improving health, now and for future generations. Switching to inhalers which are better for the environment could help individuals, and the NHS, reduce their impact on the climate significantly. This is an important step towards creating a zero-carbon healthcare system fit for the 21st century. The most prescribed inhaler in the UK, Salbutamol, has a carbon footprint equivalent of 28KG of CO₂. That is the same as the emissions from driving 175 miles in a small car. Different brands offer the same medicine, with better carbon footprints. If it is appropriate, we may discuss changing brands or types during your annual asthma or COPD review or your annual medication review. Greener inhalers are not suitable for everyone, so we encourage you to speak to one of the clinical pharmacists and discuss if changing your inhaler is the right thing for you.

The NHS App:

The NHS App is a simple and secure way to access a range of NHS services using your PC, smartphone or tablet. If you have not already, we advise you to download the NHS App to improve your overall service from the NHS. You can use the NHS App for many purposes, including requesting medication and viewing your COVID pass. Please go to NHS App Online (www.nhs.uk/nhs-app/) for more information.

Thank You to Christopher Mott:

The Surgery's Patients Participation Group (PPG) would like to thank Christopher Mott for his chairmanship of the group since its first meeting on 2nd September 2017. After 5 years of steadfast leadership, he stood down in Autumn 2022 but will remain a member of the group. Christopher had previously chaired the Dr Kumar Practice PPG in Milman Road and when the Surgery moved to Dr Mittal and Partners, he set up the new PPG, ensuring that the PPG acted as a critical friend to the Surgery focussed on improvements raised by patients. The PPG members appreciate Christopher's support and encouragement and look forward to his continued guidance and wisdom.

YOUR VIEWS MATTER

We have a well-established **Patients 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) to raise issues, ask questions or be kept informed about PPG matters.

CONTACT POINTS

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