

The Portmill Surgery



Spring 2019 Newsletter

Staffing Update



Introducing Advanced Clinical Practitioner- Carol Clapham

From 1st April Portmill will have an Advanced Clinical Practitioner who will be working alongside the GP's and nursing team to provide care to our patients.

Carol has worked for over 30 years in General Practice, working in Hertfordshire, Cambridgeshire and Bedfordshire. Carol is working as an Advanced Clinical Practitioner and has been a trainer for medical and nursing students and GP trainees, a locality adviser for CCGs, a tutor and lecturer at University.

Carol says:-

"I am excited about joining the team at Portmill and I am really looking forward to meeting patients.

I love working for the NHS and especially within General Practice and feel that I have had the most rewarding and privileged career and hope to continue providing the best care that I can to patients and their families. I feel that we never stop learning and I am passionate about improving care, keeping up to date with latest research and guidelines but also remembering to make advice and treatment practical and suitable for each and every individual".

Carol is able to assess and examine you, organise treatments including prescribing your medications, arranging investigations such as X rays and blood tests and can refer you onwards to consultants and specialists when needed.

Care Navigation



For many of us, our GPs are our first port of call when it comes to our healthcare, but did you know that there are a number of services and alternative practitioners available to patients without the need to see a GP first? We feel it is important that our patients are seen by the right service, first time. With this in mind our reception team have undergone accredited Care Navigation training in order to give our patients a choice, and to help us to direct you to the most appropriate service. Our reception team may ask you some questions in order to identify if there is another service or practitioner who may be able to help you more quickly. We would like to assure you that all of the surgery's staff are bound by the same rules of confidentiality as the doctors and nurses.

Parkrun



Royal College of
General Practitioners



We are proud to announce that Portmill Surgery has become a Parkrun Practice! Parkrun is a timed 5k run which is held weekly, it is open to everyone and is totally free. If you are not able to run, the 5k can be walked or jogged. We are encouraging our staff and patients to improve their health and wellbeing by signing up to this fantastic event which is held at the Grange Recreation Ground, Gaunts Way, Letchworth, Hertfordshire, SG6 4PN, every Saturday at 9am. You need to register before you run; this can be done by visiting the website www.parkrun.org.uk

Our Practice Administrator Jessica went along to one of the Parkrun events to find out what it is all about. Jessica says: "I was amazed that there was such a fantastic turn out on a snowy February day! It was brilliant to see so many people taking part. There were people of all ages and abilities. People were even running with buggies and dogs, everybody is welcome! Everyone I met was so friendly and there is a real sense of community. I can't wait to go again!"

It's not just for runners, email lethworthhelpers@parkrun.com if you would like to volunteer to help organise the events or just come along to watch!



Flu season 2019/2020

Thank you for your patience during the difficult 2018/2019 Flu season. We are pleased that despite the national issues with vaccine deliveries, we were still able to vaccinate the majority of our eligible patients. We are sorry to those of you who were inconvenienced by being directed to the local pharmacies. We have now placed our vaccine order for all of our eligible patients for the 2019/2020 Flu season and will once again be running our walk-in clinics which have proven very successful in recent years.

DNAs

During January 158 patients did not attend their booked appointment. This is approximately 26.5 hours of GP or nurse time which could have been used by another patient who needed to be seen.

Please be aware that it is important to cancel an appointment if you no longer need it. This can be done by telephone, by responding correctly to the SMS text reminders for your appointment, or online if you are registered for Online Services.

Keep us updated

Please let us know as soon as possible if you change your address, telephone number or name. It is important that we have up to date contact details in case we need to contact you.

If your name has changed due to Marriage or by Deed Poll, can you please provide us with a copy of the appropriate document, this is a requirement of Department of Health. If your address has changed, please provide us with proof of your new address.

Also, please let us know if you are happy to be contacted via text message, this is a fast and effective way for us to relay information to you, please speak to one of our reception team to give your consent.