

Mitcheldean Surgery Newsletter

January 2024

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New Faces at the Surgery

We are delighted to announce that we will have a new GP partner Dr Ope Ajayi joining us from April 1st 2024. Some of you may be familiar with Dr Ajayi as he has been with us as a regular locum for the past 18 months. Dr Ajayi will be working all day on a Wednesday, Thursday, and Friday.

In addition to the exciting addition of Dr Ajayi we also welcome back Dr Irina Feoktistova from her maternity leave who will be working all day on Thursday and Friday. We have also welcomed 2 trainee GP's recently Dr Raluca Pop and Dr Sahar Fatima. We have a new addition to our Nursing team, Katie, and we also welcome back Anne to our Care Navigation team. We hope you will extend them all a warm welcome.

Additional Services

As well as offering GP, Nurse, Health Care Assistant and Phlebotomist appointments we now have additional appointments we can offer with other services either within the practice or across the Forest of Dean. The surgery is very busy and like other surgeries across the country the GP's cannot offer everyone a personal service. We are pleased to offer these excellent additional services.

- **Advanced Physiotherapist**

The Specialist Musculoskeletal Physiotherapists offer quick access to expert assessment, advice and treatment for any problem that affects your neck, back, bones, joints or muscles without the need for a GP appointment. All appointments are initially by telephone, but we plan to offer Face to Face appointments in the future. They can offer if necessary sick notes, advice on medication and suggest x-rays if they are needed.

- **Clinical Pharmacist – Janany**

Clinical Pharmacists can ensure your medication is working for you. Jan has been an important part of our team for over a year now. She has been doing in depth medication reviews, updating medication, starting patients with newly diagnosed high blood pressure on treatment and monitoring existing patients as well as advising patients with diabetes, asthma and arthritis on their medication and changes. She is a valuable resource and works very closely with all the GP's.

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Additional Services

- **Winter Respiratory Hub**

These clinics will be available across the Forest of Dean during the week and on a Saturday morning for face-to-face appointments for patients that are acutely unwell with a respiratory illness. The receptionist/ care navigator will ask you some questions prior to booking you into these clinics to ensure you meet the booking criteria. Please respect the receptionist/ care navigator, they have been trained to ask these questions prior to booking patients in. The criteria has been signed off by a clinical team. If you do not meet the booking criteria, you may be referred to a local pharmacy to be seen by the clinical pharmacist or seen within the practice.

- **Enhanced Access Clinics**

All GP Surgeries in the Forest of Dean take part in the Extended Access Scheme. Extended Access clinics provide extra appointments for patients in the Forest of Dean. These include telephone appointments on weekday evenings and face-to-face appointments on Saturday mornings. There are a range of professionals offering appointments. These include GPs, Nurses, Health Care Assistants, Clinical Pharmacist and a Dietitian. All patients registered in the Forest of Dean can book these appointments if appropriate. They may be offered to you when contacting your own surgery in the usual way. These appointments may not be at your own surgery, but will be within the Forest of Dean

- **Minor Injury and Illness Unit (MIU)**

You can get help for a variety of new or recent minor illnesses or injuries, including sprains, minor fractures, wounds and burns, earache, sore throats, skin problems, eye conditions and more. Our Minor Injury and Illness Units (MIIUs) have a telephone triage system. We would encourage our patients who need to be seen in one of the MIIUs to contact them prior to attending on 0300 421 7777.

- **Dawn Bernard – Foot Health Practitioner**

Dawn has appointments available at the surgery that can be booked at reception and provides the following services: Nail trimming, Verruca management, Corn treatment and removal, Thickened nail reduction, Ingrown toenails treatment & advice, Cracked heels treatment & advice, Diabetic & elderly footcare advice. This is a private service that is paid directly to Dawn.

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Dispensary Information

Our Dispensary window is open for the collection of medication 09.00 am - 6.00 pm Monday to Friday. The telephone line is open between 10.00 am – 11.30 am & 2.30 pm – 3.30 pm Monday to Friday, we have a new direct line to Dispensary 01594 545329.

We would like to remind patients that if you live more than 1 mile from a Pharmacy you are able to have your medication dispensed from the surgery to collect this includes Huntley, Lea, Longhope, Littledean, Westbury on Severn, Churcham, Plumhill, Steamills, Blaisdon, Mayhill.

DNA Figures

Non-attendance not only wastes the Doctors and Nurses time but may prevent someone who really needs an appointment from doing so.

Over the last three months (Oct – Dec 23), 252 people failed to turn up for their appointments, which equates to 58 hours and 35 minutes of lost time.

We know that sometimes things happen, and you are not able to attend. We really don't mind - all we ask is that you let us know in advance. You can quickly and easily cancel your appointment by selecting option 1 when phoning the main surgery telephone line 01594 542270.

Help us to help you

- When bringing in any information from home for e.g., home blood pressure readings for our GPs to review please ensure you have included your full name and date of birth.
- **Claim forms** – Please ensure you have completed the relevant information and signed and dated them before bringing them in as we will have to return them if this information is missing.
- **Samples** – When bringing in any samples please make sure they are clearly labelled with your information. All samples are to be handed in at the main reception.
- **Blood Pressure Monitors** – If you have been loaned one of our blood pressure monitors and have finished using it please could you return them as we are now very short. Once you have completed the requested amount of home blood pressure readings, please return the monitor when bringing in your results.
- **Test Results** – Please phone for your test results after 2pm. They are unavailable before this time.
- **Patient Numbers** – Our current patient list size is 7107 please be patient with all members of the surgery team. The whole team is working tirelessly to meet all patient requirements.
- **Kindness and Respect to Staff** – We have had some episodes recently of racist comments towards staff members. We have zero tolerance for these, and patients will be written to and if required asked to leave the practice list.

We would like to thank all our patients for your continued support.