

# **NEWSLETTER JUN–AUG 23**

## **Dr K.K Chan & Partners**

Our Practice Newsletter will hopefully enable us to pass on vital and useful information to our patients. We would welcome feedback and any suggestions for inclusion in future newsletters. Please direct any feedback to the Practice Manager.



**WHY DOES THE RECEPTIONIST  
NEED TO ASK WHAT'S WRONG  
WITH ME ?**

### ***IT'S NOT A CASE OF THE RECEPTIONIST BEING NOSEY !***

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive the most appropriate medical care, from the most appropriate health professional, at the most appropriate time. Receptionists are asked to collect brief information from patients:

- ◆ To help doctors prioritise house visits and phone calls
- ◆ To ensure that all patients receive the appropriate level of care
- ◆ To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

Reception staff, like all members of the team, are bound by confidentiality rules. Any information given by you is treated strictly confidentially. The Practice would take any breach of confidentiality very seriously and deal with accordingly. You can ask to speak to a receptionist in private away from reception. However if you feel an issue is very private and do not wish to say what this is then this will be respected.

***THANK YOU FOR YOUR SUPPORT***

**[www.sevenbrooksmedicalcentre.nhs.uk](http://www.sevenbrooksmedicalcentre.nhs.uk)**

**NEED TO SEE A GP IN THE  
EVENING, WEEKEND OR BANK  
HOLIDAYS ?**

**Ring GP ALLIANCE: 01942 482848**

**WHEN THE SURGERY IS CLOSED**  
NHS 111 is the number to call when you need  
medical help fast but it's  
not a life-threatening emergency.

Calls to NHS 111 are FREE from landlines and  
mobiles and is available 24/7, 365 days of the year.

## **ADDITIONAL ROLES WORKING IN YOUR GP PRACTICE**

Additional Roles working in Primary Care was introduced in 2019 as part of the government's manifesto to improve access to general practice. Primary Care Networks and Integrated Care Boards recruit and support these roles.

Sevenbrooks Medical Practice is part of the TABA Primary Care Network. Practices within TABA (Tyldesley, Atherton, Boothstown, Astley) are working collaboratively to help patients access the right care at the right time with the right healthcare professional.

### **Additional Roles now working in GP Practices are :-**

- \* Care Co-ordinators—helping and supporting, frail and housebound patients.
- \* Clinical Pharmacists— medication reviews, medication queries
- \* First Contact Physiotherapists—supporting patients with Muscle, Joint and Bone pain.
- \* Paramedics—supporting patients with minor acute ailments
- \* Mental Health Practitioners
- \* GP Assistants—supporting the admin and nursing team.

## **NHS Community Pharmacist Consultation Service (CPCS)** **integrating pharmacy into urgent care**

The NHS Community Pharmacist Consultation Service (CPCS) was launched by NHS England in 2019, to facilitate patients having a same day appointment with their community pharmacist for minor illness.

The service is helping to alleviate pressure on GP appointments and emergency departments, in addition to harnessing the skills and medicines knowledge of pharmacists.

Should the patient need to be escalated or referred to an alternative service, the pharmacist can arrange this.

### **What can the Pharmacist help me with ?**

**Common ailments such as coughs, colds and the flu, Hayfever, Tummy trouble,  
Aches and pains, Skin rashes, Cystitis,  
Access to the morning after pill and pregnancy tests.**