

Newsletter

Jul-17

PrioryGardens
Surgery

Hello to Dr Hussain

Since the start of the year the number of patients at the surgery has surged by 13%. Chiltern Hills surgery closed at the end of May and PGS now has nearly 12,000 patients. In the last few weeks the additional workload has meant that the time to see a clinician can be 3 or 4 days. The surgery does not think this is good enough. So

Dr Nadeem Hussain will join the surgery at the start of September. We anticipate that the extra appointments he will deliver will mean that patients can, once again, be seen without delay.

Dr Hussain is currently working as a locum in Leighton Buzzard. He studied at St Georges Medical College at the University of London where he earned a Distinction in Medicine.

At a time when 1 in 8 GP posts are empty and cannot be filled due to GP shortages the fact that PGS has recruited a top doctor is a major coup.

Admin Staff

The extra patients moving to PGS has resulted in a significant increase in workload. We are also acutely aware that one or two of our long serving staff plan to retire in the near future.

In order to speed up the administration PGS is in the process of employing two additional admin staff. They will be joining us over the next few weeks. I don't know if you are aware but behind the scenes there is a team of 16, soon to be 18, people. They managed the IT systems, process prescriptions, answer the phones, make appointments, staff the reception desk, medical secretaries who write referrals to the hospital, patient queries, registrations of new patients and many more tasks.

Engage Consult – Coming Very Soon

The surgery has now launched a new system which will give all patients an alternative route to seek clinical advice.

Engage Consult is an internet based system. You identify yourself before typing your symptoms and answering some questions concerning your illness. A report immediately arrives at the surgery and this is sent straight to a GP. The surgery will respond within 2 hours. (The system will not be monitored while the surgery is closed and in these cases we will call you back on the next working day).



**Engage
Consult**

The new system is an alternative for those who wish to use it. No more need to call the surgery to make an appointment. The GP will consider your symptoms and deliver the most appropriate response; such as a prescription has gone to your pharmacist, or go the A&E or we need to see you and your appointment time is

Please note that traditional appointments and the sit and Wait will continue to operate as usual. The new system is for those who wish to use it.

e-mail Enquiries

The surgery is simplifying its e-mail address. Soon to be scrapped adminpriorydunstable@nhs.net will be replaced by a simpler, much shorter e-mail address. See the web site for an announcement.

For all enquiries or questions you can use Engage Consult but equally why not consider sending an e-mail. In both cases the staff will pick up the message, research the answer and e-mail or call you back as soon as they can. For example: if you have a prescription query – send an e-nquiry. Unsure when your appointment is – send an e-nquiry. Please note we cannot accept e-mail requests for medications.

Telephones

Telephone engineers recently spent a great deal of time (and money) working on the system but it is playing up again. We have called the engineers back and this time they will purge the system and reinitialise it.

PGS has 4 incoming lines. Every week we can expect up to 1,000 calls. There are times of day, 8 to 10 or 2 till 4 when the phones can be jammed with calls way beyond our capacity to answer. We are aware that patients can be on hold for long periods. The new, extra staff will help answer the phones but ask yourself, is your call necessary? Consider the alternatives; Book appointments on line, Engage Consult internet system (coming soon), or send an e-mail.

New Service: Test Results by Text

Another new service ~ the doctors at PGS are now trialling issuing test results by text message. Until now the onus was on the patient to call the surgery to get the results. Obviously where a result indicates further action the staff would phone the patient to invite them in to see a doctor.

Minor Ops ~ an Improved Service

This is an additional service offered by the surgery where small procedures can be carried out at the surgery without the need for the patient to attend the Luton & Dunstable.

Up till now we held a once a month surgery with a limit of 5 people per clinic. With 100 patients waiting this meant a 20 month wait. I have now increased the frequency to twice a month and a second clinician has been trained to deliver the service. We will now move to once a week until the waiting list has been cleared. Thereafter we will be able to offer the service to patients as they present.

Respect the Staff

We have noticed a significant increase in inappropriate behaviour by a tiny minority of patients. Unfortunately they have an effect out of all proportion to their numbers. Not a day goes by without someone shouting at staff because they cannot get what they want.



It is quite normal for staff to be on the receiving end of obscene language, shouting, threats or emotional blackmail. Such behaviour will not get you what you want. If we cannot deliver your request it is because we do not offer the service or we are at capacity.

There are now Respect the Staff posters around the surgery.

All the staff are working extremely hard on behalf of all our patients. This is our place of work and we have a right not to be abused.

To remove all doubt, anyone who behaves in an inappropriate manner will be removed from the surgery list and will have to register elsewhere.

