

BEECH HOUSE SURGERY

Newsletter

May 2021

WELCOME

This is our second Covid-19 newsletter and we intend to update you with how the Practice is now operating and all the new initiatives that have come into place since our last one that was published in December 2020.

COVID VACCINATIONS

The above picture shows Sister Poulter, HCA Suzanne Bebb and Dispenser Leanne Fuller celebrating 100,000 vaccines administered by GP Practice Staff at the GYS and Ripon racecourse. Our staff have spent over 1300 hours at the site. Our Practice Manager was on the Core Leadership Team establishing the GYS site through November and December.



NEW WAYS OF WORKING

On Monday 19 April the Clinicians and Administrative staff became one unit again. This allows them to move between both areas and to socialise during breaks/lunch up to a maximum of 6 in their Common room.

On Monday 26 April the Waiting room was opened up to 9 patients, this is an increase of 4. The Lobby/Waiting room windows and doors will remain open at all times.

Patients can now enter the Lobby and stand on the marker whilst they read the instructions on the whiteboard. If the next spot is free they will be able to stand on the next marker and sanitise their hands. There are a further two steps before seeing the receptionist. If booking in for an appointment you will proceed to a vacant seat (hand sanitiser and wipes) are widely available in the Waiting room.

If you prefer to still sit in your car and wait for your appointment then the old system is still operational. Please let the receptionist know that this is your preference so it can be logged on the system.

The previous patient waiting board has been removed and replaced by a new system on the TV. This will now let you know when the Clinician is ready to see you and which room they are in.

The Clinicians will continue will telephone triage/consultations; video calling via AccuRx; Econsult and increasing face to face appointments.

If you use the Pharmacy you will continue to collect your dispensed medication from the window facing the car park. Also, if you are collecting blood test forms etc then you will continue to collect them from the Receptionists window by the car park.

Online booking appointments is currently under review, and in the meantime Clinicians will continue to triage via telephone, Econsult or a patient booking at reception.

ARRS staff: Additional Shared Clinical Staff

We are a member of the Knaresborough and Rural Primary Care Network (PCN). This a group of 6 GP surgeries in Knaresborough, Boroughbridge, Green Hammerton and Nidderdale working to provide care for our local populations.

One of the benefits of working in this way is that we have been able to recruit new “additional roles” across the surgeries, in order to increase the range of services we offer, and create more capacity for the Clinicians in each practice.

Clinical Pharmacists (CP) – Pharmacists are highly qualified specialists in medication. The CP works with the surgery to carry out structured reviews of medication, help with any queries about prescriptions, transfer across any changes in your medication from the hospital and improve patient safety.

Rifat Bibby, pictured below, is our In-House CP who works on a Thursday/Friday.



We also have a Remote contracted Pharmacist working daily from 16:00 – 18:00.

First Contact Physiotherapists (FCP) – FCPs are able to assess, diagnose and treat musculoskeletal problems e.g. back; neck and joint pains. You can request to see the FCP directly if you have one of the above problems or you can be referred by your GP.

Joanne Ball is our FCP and does sessions on Wednesday and Thursdays.

Social Prescribing Link Workers (SPLW) – Not all problems need a prescription for medicines. Social prescribers can help connect people with community groups and agencies to offer practical support with a whole host of needs.

STAFF NEWS

During the past year we have seen a couple of long term staff retire. Pam Howell retired after 20 years service at BHS as one of our Medical Secretaries. We also saw Lizzie McEneny hang up her Data Summariser skills after 10 years service. We wish them both well with the new hobbies and quality time they can now enjoy.

At the end of July we say a very fond farewell to our Practice Services Manager (PSM) – Liz Wilson. Liz has over 25 years experience in the NHS and we have enjoyed her wealth of knowledge for the past 6 years. We wish her a busy happy retirement with her husband; dog; family and her beloved caravan. Liz is a keen supporter of volunteering so even though we are losing her others will enjoy her “thirst for life”. Liz is pictured left at the foot of the page.

During lockdown we have still had the FY2s completing a four month period of time with us. At the moment we have Dr Rachel Maguire until August, her predecessor was Dr Dan Marshall. At the beginning of August we will welcome Dr Koula Christou.

The 2nd year medical students from Leeds University have not been able to have the experience of BHS. But through the wonder of technology “Teams” the 1st year students have had an insight in to General Practice.

Dr Jones and Dr Marfell are completing a GP Trainers qualification, this will allow the practice to have GP Registrars and increase capacity for our patients to access appointments.

At the beginning of June our new PSM, Rachael Ellis will join the practice. This will allow a six week transition period for Liz to hand over the reins! Rachael is a keen rock climber, has completed the London Marathon but above all has a very good sense of humour which will come in very handy at times!!!! Rachael is pictured right, below.



FLU VACCINATIONS

During the flu season September 2020 – February 2021, 2173 “jabs” were administered to BHS patients. This was up from 1700 the previous season and a 28% increase. This was partially because the 50 – 64 new cohort were included. This cohort will remain for the upcoming season but will be invited for their vaccination after the 65+ and patients with underlying health conditions have received theirs.