

THE CAKEBREAD CHRONICLE

BREAKING NEWS BREAKING NEWS BREAKING NEWS

- KATIE DEARMAN (PRACTICE MANAGER) ANNOUNCES PREGNANCY NEWS AND IS DELIGHTED TO BE EXPECTING HER THIRD CHILD IN SEPTEMBER.
- DR MATT DAWES ACCEPTS A PERMANENT POSITION AT THE PRACTICE, WORKING MONDAY, TUESDAY, WEDNESDAY AND ALTERNATE FRIDAYS. MATT CURRENTLY LOOKS AFTER BOTH OF OUR CARE HOMES AND DEDICATES A DAY EVERY WEEK TO MAKE WARD ROUNDS TO HIS PATIENTS.
- A BIG THANK YOU TO MENNA EASTON AND CHERIE BUTLER FROM MEPPERSHALL CRAFT CLUB FOR MAKING OUR NURSING TEAM WONDERFUL SCRUBS THAT HAVE KEPT THEM COOL DURING THE RECENT HOT WEATHER.

Appointment System

Overwhelming (97.5%) of patients that responded to the recent patient survey around access said that they were happy with the "Doctor – First" triage system that we had implemented since the start of the pandemic. This is amazing news because from our side this system has also made a huge impact on workload and missed appointments are now almost non-existent! In addition 100% of responders said that they felt happy with the time it took to receive a call back, this further highlights that the current system is not only meeting our needs but most importantly it is meeting the needs of our patients.

There is still a higher % of patients making contact via the telephone rather than utilising Engage consult, or the messages function available via SystmOne Online. We hope to further alleviate the pressure on the phone lines by further encouraging the use of these alternatives: it streamlines workflow our end and makes contact easy and accessible to patients at the touch of a button. Please if you have used either method and found it to be good, help us spread the word!

Re-opening

The gradual re-opening of the front doors has been a success and after careful consultation with our staff we have decided to extend the use of the front doors to AMBER patients too. Therefore all appointments, except if you are asked to come to the RED ZONE, which is still accessed via another entrance, are now asked to come in through the front door. We have made the waiting area a 2m zone and have provided cleaning stations for patients should they wish to clean their chair before use and have introduced our own cleaning schedule of the waiting areas. We are still symptom and temperature checking patients on arrival and face coverings (unless you are exempt) are now mandatory for all appointments.

Please try to bring your own; there is still a national shortage of the surgical masks which we need in order to be able to offer face to face appointments.

PCN NEWS! PCN NEWS!

Coil and Implant Services:

We are now able to offer these appointments again. Either Dr Griffith or Nurse Margaret will be in touch with you to offer you an appointment. There will be a telephone consultation prior and then you will be offered a slot to come in. Please attend the appointment on your own and you will need to wear a face covering. 😊

Vaccination News:

Shingles - Patients become eligible to receive this vaccination on their 70th birthday and remain eligible until their 80th birthday..

Pneumococcal – Patients become eligible for this on their 65th birthday.

If you are yet to have yours please contact us.

The Practice has signed up for another year to participate in the Primary Care Network (PCN).

The PCN consists of our Practice, Larksfield Surgery in Stotfold, and the Surgery in Arlesey and under the PCN contract we all work together to provide patients with services such as Extended Hours.

SAFETY ALERTS!

Nothing new for July

