**Bitesize News**

January 2020

Welcome to Bitesize News. The purpose of this Newletter is to update patients on changes and developments at Sunbury Health Centre Group Practice (SHCGP). We hope that you find this Newsletter both informative and helpful.

**Update on our team and appointments**

We have recently adjusted the appointment system to enable us to maximise appointment availability and to utilise the clinical expertise we have on offer from the Multi-Disciplinary Team.

To help our team navigate patients to the right clinician, patients will be asked for a brief description of their problem enabling us to navigate requests to the right person.

Patients with chronic, ongoing or long term conditions are treated by GPs supported by the Nursing Team. Other medical problems are treated by the ‘on the day team’. This team includes Advanced Nurse Practitioners (ANPs), Paramedic Practitioners (PPs) and the Clinical Pharmacist (CP). The ANPs and the Paramedics are trained specialists who can assess and examine, make a diagnosis, provide advice and treatment including writing a prescription if required, make referrals to hospital and have access to GPs at all times for advice and guidance. The CP can provide information and/or guidance with medication and prescription queries.

The ‘on the day team’ treat conditions including high temperatures, flu-like illnesses, coughs, chest infections, sore throats, tonsillitis, earache, sinusitis, conjunctivitis, styes, nose bleeds, urinary tract infections, skin conditions, shingles, eczema, diarrhoea, constipation, abdominal pain, vomiting, joint pains and back pain**.**

Further information, updates and a full list of medical conditions can be viewed on our website: <https://www.sunburyhealthcentre.co.uk/page1.aspx?p=1&t=1>

**Booking appointments**

Pre-booking appointments

To pre-book an appointment in advance please telephone the Reception Team on 01932 713399, 8am – 6pm, Monday – Friday, or request an appointment using the online services via our website at [www.sunburyhealthcentre.co.uk](http://www.sunburyhealthcentre.co.uk). We will ask you for a brief description of your problem to enable us to book an appointment with the right clinician to deal with your request. We may be able to help you without the need for a face to face appointment.

Same day appointments

To request a same day appointment please telephone the Reception Team (see above for details). We will also ask you for a brief description of your problem enabling us to book an appointment with the right clinician to deal with your request. We may be able to help you without the need for a face to face appointment.

*Patient Access* is also available for booking on the day appointments, cancelling up-coming appointments, ordering repeat prescriptions and viewing coded medical records. When appointments on Patient Access have all been booked for the day please contact Reception or submit an online request via the website and we will assist you with your request.

For clinical emergencies that cannot wait until the following day, we will ask you for a brief description of your problem and if required arrange a telephone appointment with the emergency (on call) Doctor. If the Doctor decides your problem needs to be dealt with on the same day, an emergency appointment will be arranged.

The update to our appointment arrangements enables us to navigate patients to the right member of the multi-disciplinary team and is having a positive impact in reducing the number of patients who do not attend (DNA) for their appointments

**Further appointment options**

**Extended Access Clinics**

Extended Access Clinics are available for GP appointments, physiotherapy assessments (for over 18s), blood tests (for over 16s) and simple wound care. The appointments are provided by the local GP Federation - North West Surrey Integrated Care Services (NICS) at various locations including here at Sunbury Health Centre and in Practices locally including Ashford, Walton, Weybridge and Woking. NICS allocate Sunbury Health Centre a daily quota of appointments that are available from 6pm - 9pm on weekday evenings (including bank holidays) and from 9am to midday at weekends, at locations across the local area.

Appointments can be made by contacting the Reception Team after 9:30am Monday - Friday on 01932 713399. The Clinicians in the Extended Access Clinics have access to your medical records, with your consent, giving them the information they need to provide the best possible care. For more information see the practice website.

**Video Consultations with LIVI**

Patients are also able to access video consultations via LIVI, Monday-Friday, 7am - 10pm and Saturday & Sunday, 8am - 4pm. Visit [www.livi.co.uk](http://www.livi.co.uk) to download the app and for more information.

This new style of consultation is proving to be a popular option for patients. The GPs providing this service have access to patients’ records and can send prescriptions directly to local pharmacies. If the GP decides that the patient needs a face to face consultation then an appointment will be made for the patient. There have been 1,269 consultations for SHCGP patients using LIVI since it was introduced in October 2018.

**Mind Matters**

We have secured space within the Practice for a counsellor from *Mind Matters* to see patients. This is a self-referral service for those who would like help to manage their mental health. Opening up a space in the Practice for this service will ensure patients can access appointments locally.

**Cake Sales at the Flu Clinics**

Thanks to the generosity of patients £1,037.35 has been raised for a Water Dispenser for the Waiting Room. The machine has been ordered, a water supply installed and installation will take place shortly.

**Children’s Corner**

We have also purchased a children’s bookcase for the Waiting Room which will be installed soon.

**Parkrun**

Together with more than 800 Practices SHCGP has signed up to be a *'Parkrun Practice'* linking with the local Parkrun event at Hazelwood (London Irish Rugby Ground) to promote health and wellbeing. Parkruns are volunteer-led 5K events that take place each Saturday morning across the UK and are open to walkers, runners and volunteers of all ages and abilities. The Hazelwood Parkrun is socially-focused with the emphasis on regular participation rather than performance, it is very welcoming and members of the Practice staff also take part on a regular basis. Further details can be found at <https://www.parkrun.org.uk/hazelwood/> and on noticeboards at the Practice.

**The London Marathon**

Dr Rabindran has been in training and has secured a place to run in this year’s London Marathon in April, and is running to raise money for Hospice UK -

‘*Hospice UK is the national charity for hospice and palliative care. They work to ensure all adults and children living with a terminal or life-shortening illness receive the care and support they need, when they need it.*’

If you would like to sponsor Dr Rabindran you can donate using the Just Giving page: [www.justgiving.com/fundraising/janaki-rabindran](http://www.justgiving.com/fundraising/janaki-rabindran)