

Long Furlong Medical Centre Newsletter

May 2022

Welcome to the Long Furlong Newsletter

Please tell us if you have any feedback about this newsletter or ideas for content in the next issue by emailing debbie.major@nhs.net

Covid Update

There are still a high number of cases in Oxfordshire.

Please remember that face coverings are still required when attending the practice for all appointments.

Covid vaccinations for children and boosters for eligible people are being arranged by the NHS, and you will be contacted by them if you are due for one. We are not holding clinics at the surgery and our staff will not be able to give you additional information. Please contact 119 if you have any Covid queries.

Practice Fact File

We currently look after 9753 registered patients. Each day we average 219 appointments and 365 telephone calls.

Booking Appointments

We are now able to offer **pre-bookable non urgent appointments for regular reviews and/or non urgent conditions**, which may be several weeks in advance. To do this please phone in the early afternoon.

We continue to make available **same day appointments** for urgent cases, although this may not be with your nominated GP and of course there is a limit to the number available on any one day.

Unfortunately, most appointments will still be telephone but when considered appropriate a face-to-face appointment can be arranged by the Doctor or Nurses.

We hope to move to a position where you will be able to choose between pre-bookable face-to-face and a telephone appointment, subject to future Covid infection levels permitting.

EConsult is available for non urgent advice or administrative requests.

eConsult From One Patient's Experience

Have you tried using eConsult?

I have, and found it to be useful. If you haven't, or if you have tried and given up because you found it too time consuming or you couldn't understand why so much information was needed, please read on.

eConsult is a way to contact and get help from our Primary Care Team at Long Furlong when we need to.

You access it on the Practice Website Home Page. It is almost at the bottom of the page, so keep scrolling until you find it.

Our Practice have set it up to only be used during times when they are open. Some Practices use it differently or even not at all.

The eConsult site will ask you questions relevant to whatever you have identified as your condition and/or health related problem. It may seem long winded, but I am told by one of our GP's that it saves them time when they deal with the eConsult request. She told me that these are questions that the GP would ask you in a face to face appointment. The system also shows red flags to identify when you need to be seen urgently, or to advise you to phone 111 or if appropriate 999.

It really is worth a go, especially as it will help Long Furlong Medical Practice provide the care you need, during a time of very high demand in the NHS.

Hazel Knott
Patient Participation Group Member

SMS Text reminders

Will soon be available again for most appointments.

Local Building Development Issues

To accommodate the influx of new patients from this development, without detriment to our existing patients, we are hoping to extend our building and recruit more staff.

Planning permission is likely to be difficult as an extension of the present building would reduce the number of parking spaces, but there is no viable alternative.

We have submitted a Pre Planning Enquiry to VWHDC and held a very helpful meeting with our MP Layla Moran.

Staff changes

We have recently employed a new HCA, Jenette Sharps.

Patient Survey

We should like to thank the patients who took time to complete and return to us the patient survey.

We are pleased with the results that indicate that we seem to be doing well, in difficult circumstances but there are areas that we need to improve.

There is much discussion about the appointments system which we are continually reviewing and striving to make more user-friendly.

The Patient Participation Group is back!!

Your Patient Participation Group Is a group of patients, carers and GP practice staff who meet to discuss practice issues and patients experiences to improve services.

PPGs are “Critical Friends” to the practice.

During Covid the PPG was not able to meet but has now resurrected regular meetings using Microsoft Teams.

We meet with the practice manager and a partner to discuss how we can work together to ensure that the practice provides the best possible service.

We have learned that it is not just about seeing patients. There are also so many other tasks, many of which are not recorded by the NHS, but are still very necessary.

- GPs working 11/13 hour days, inadvisably, often without a break.
- Even longer days for Duty GPs when may average a dozen patient interactions above and beyond the normal diary.
- Often having to log in on days off to complete tasks
- Not overstating, to say at times it can be overwhelming.
- Tasks include
 - Patient Appointments
 - Results
 - Letters
 - Inter Team Communication
 - EConsults
- 69% increase in patients notes activity, over a year
- Longer Hospital waiting lists increase patient needs
- More investigation at practice level to reduce Hospital referrals
- Difficulty recruiting staff but only slightly below the required level

Anyone over the age of 16 who is registered with the practice can join the PPG.

We would like to hear from you.

If you would like to join your PPG please email debbie.major@nhs.net

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