



ISLIP MEDICAL PRACTICE

Welcome to the Winter Patient Newsletter 2022

Dear Patients

I would like to take this opportunity to introduce myself, my name is Sheila Byford-Rew, and I am the new Practice Manager for Islip Medical Practice, replacing Beverley Turner who has now retired. I have worked in General Practice since 2005 and enjoy this role immensely. Since my appointment there have been some other changes to the management team.

- Rachel Roberts is our new Assistant Practice Manager
- Heidi Roberts is our Senior Administrator and Reception Supervisor

Both Rachel and Heidi have been working at the practice for some time and bring a wealth of experience and knowledge to their new roles.

VPPG (Virtual Patient Participation Group)

Are you a member of our VPPG?

Would you like to be?

The Islip Medical Practice Virtual Patient Participation Group (VPPG) is holding a face-to-face meeting on:

Tuesday 31st January 1-2pm

Everyone welcome

(Please inform us if you planning to attend)

Membership of the VPPG is open to all patients registered at Islip Medical Practice aged 16 +. We want our VPPG to reflect our practice's patient list as closely as possible so strongly encourage you to join.

FLU CLINIC – PROTECT YOURSELF FROM FLU

A reminder that free flu vaccination is available to:

- the over 50s
- adults and children over 6 months of age at risk due to existing medical conditions
- carers
- pregnant women
- young children aged 2 to 4 years, and children in their first years at school

If you are unsure whether you should have the free flu vaccination, please ask our team for advice. We have dedicated flu clinic dates set up at the surgery so please ask reception for an appointment.

Islip Medical Practice, Bletchingdon Road, Islip OX5 2TQ

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The aim of our group is to develop a dialogue between group members and the practice to work together to improve our services and provide the best possible care to our patients. To make it possible for members to be a part of this group and to fit in with people's busy lives, the group is conducted by email. You will periodically receive an email asking you to take part in anonymous surveys about some aspects of services that we provide together with the facilities we offer. Please look at our website if you are interested in joining our PPG.

Referrals for further care

Being referred to a hospital for a specialist opinion can be a worrying time for patients. Often there is a delay before you receive an appointment from hospital services, which can add to this worry. The information below maybe of help when you have been referred and explain what to expect.

- Following your appointment with the doctor they will dictate a letter. The practice secretary will type the letter and send along with any other necessary information via the e-referral system. The usual turnaround time for this is 3 working days.
- Some services, for instance Musculoskeletal services (MSK) have different processes, where a central team at the hospital triage the referral to make sure it is appropriate and confirm you meet any criteria and determine the right service for you to be seen by. For these services the hospital will send you a letter which will give you booking details. It may take a few weeks for the hospital to send out this letter.

It is very important patients update us if they change their address or telephone numbers.

When our practice is closed

If you need medical help when our practice is closed or when you are away from home, please call **111** or use www.111.nhs.uk.

Friends and Family Test – Would you recommend Islip Medical Practice?

The NHS Friends and family test was created to help service providers and commissioners understand whether their patients are happy with services provided. We really appreciate the feedback we receive; it helps with improving the service we provide to you. Please do complete a questionnaire the next time you are here. We are very grateful for the feedback we receive – good or bad!

ISLIP MEDICAL PRACTICE STATEMENT OF PURPOSE

- *To provide high quality primary care medical services to our registered population*
- *To offer timely access to assessment when people are unwell, giving treatment where appropriate and referring to other providers where this is in the best interests of the patient*
- *To promote healthy living to those who are well, by offering appropriate advice, checks and access to information*
- *To continue to offer care where cure is no longer possible by working with patients, their family and the extended palliative care team*
- *To involve patients in decisions made regarding their care*
- *To seek feedback from patients both via complaints and suggestions as to how the service can be improved*
- *To offer services to all without discrimination*

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Dispensary Changes

We are proud to be able to provide a dispensing service to our rural patients and we are committed to providing a safe and efficient service. Unfortunately, due to increasing running costs and diminishing income streams for general practice this is becoming a difficult service to maintain.

So that we can continue to provide this invaluable service to our patients and keep our dispensary running we have reviewed our processes alongside advice from external expert advisors to identify which areas we can adjust, in order to continue to provide an efficient service to a high standard.

There will be some changes made to our dispensing service from February 2023 which we would like to share with you.

- The Dispensary will be shut between 1pm – 2pm each day
- Dispensary deliveries will be changing. We will be prioritising these deliveries for those patients who are housebound, vulnerable, or those patients where it is deemed necessary for them to have their medication delivered.
- Currently our Dispensary team offer the “automatic prescriptions” – this is a way of managing your prescriptions on your behalf, which means dispensary automatically order them for you when you are due. Unfortunately, due to the large number of patients we currently have using this facility, it has now become unmanageable, and we have some safety concerns. This has resulted in some prescriptions not being collected in time and large numbers of historical bags of drugs accumulating in dispensary. To make this safer and more efficient we can only continue to offer this service to patients who find it extremely difficult to manage their own prescriptions.
- A reminder that all repeat prescriptions take 3 working days from the date that the prescription was requested. This is to ensure that the dispensary staff have time to request the medication and prepare the prescription for collection in a safe manner. If a prescription is deemed **urgent** by your doctor, they will issue it as an “urgent” script, and it will be ready on the day of issue.

We really appreciate your support in helping us improve our dispensary to ensure it is safe, efficient, and sustainable for the future.

We wish all our patients a very happy and prosperous new year for 2023!

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