



PATIENTS' FORUM



SPRING 2012

ISSUE 2.

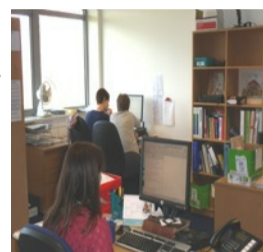
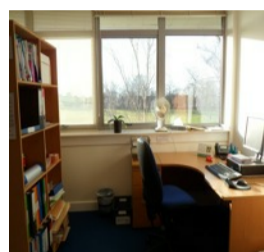
WHO WORKS IN THE PRACTICE AND WHAT DO THEY DO?

Receptionist team

Most receptionists answer the telephone and make appointments. A Park View receptionist manages a vast and complex information net and is the hub of the practice. A receptionist undertakes most of the patient contact work of the practice liaising between clinician, patient and outside agencies. She requires a considerable amount of knowledge about the workings of the wider NHS to ensure that our patients get the best possible service for their needs. A new receptionist at Park View will take just under 2 years to become fully competent in her role.

Admin team

The four members of the admin staff work in an office overlooking the field on the first floor of the practice. The roles include practice administrator who looks after all the needs of the practice from buying in dressings and stationery to managing who is in which room on any given day and ensuring medical and insurance reports are tracked, completed and returned. The job-sharing summarisers input the details from paper notes received for new patients onto the computer system, and code all the clinical letters received from hospitals and other clinics. They manage the on call information about patients received overnight and attach it to the correct patient record. They also arrange the babies' 8 week development checks, make returns to the prescription authorities, and manage the notes for incoming and outgoing patients in the practice. The appointment book is managed by a dedicated member of the team who ensures that there is the right number of doctors and nurses on any given day, updating the mix of urgent and prebookable appointments as required. The medical secretary manages the referrals to hospitals and other health professionals, maintains and monitors the chronic disease register recalls and produces the statistics to make returns to the NHS to improve services in the area.



Nurse team

You will be more familiar with our team of nurses and health care assistants. They run their own clinics for patients covering a huge variety of diseases. Usually a patient is referred to the nursing team by a GP for continuing care. There is more information on what they do on our website www.parkviewhealth.co.uk or in our practice leaflet which is available at reception.

EXTENDED HOURS

Most Thursday evenings from 6.30pm there are four GP appointments and five nurse appointments available. The Patient Group (see over) has requested that these should be offered to working people to enable them to see a GP without having to



take half a day off to see a clinician. The reception team will make every effort to adhere to this request, and patients are asked to avoid asking for these appointments if they are able to see a doctor or nurse during the day.

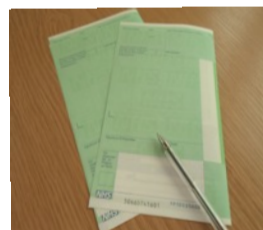
PARK VIEW HEALTH PARTNERSHIP, SIDNEY WEST PRIMARY CARE CENTRE,
LEYLANDS ROAD, BURGESS HILL, RH15 8HS

Tel: 01444 244294 Fax: 01444 480420 e-mail: parkview@nhs.net website: parkviewhealth.co.uk

A PATIENT ASKS 'IS IT QUICKER TO GET MY PRESCRIPTION IF I E-MAIL THE PRACTICE RATHER THAN DROP THE REPEAT SLIP IN THE BOX?'

When the prescription is posted into the box, it is picked up by a receptionist, date stamped and held at reception. E-mailed prescriptions (parkview@nhs.net) are printed off at least twice a day and taken to reception. It's easy to get medication names confused which is why we don't take phone requests as it minimises the risk of errors. The repeat prescription is printed and checked by the reception team at lunchtime or during the quieter period in the late afternoon.

There are number of reasons why a repeat prescription cannot be generated and must be reviewed by a GP. If the medication is deemed 'acute' by the system for example antibiotics or contraceptive pill, a clinician will need to see the patient before prescribing and the receptionist is unable to print the prescription. If a repeat prescription is requested past the review date for medication (all patients on medication are seen annually by a GP) the patient is likely to need an appointment with the GP before the medication can be resumed and issued.



Each prescription has to be checked and signed by a GP before it leaves the practice. Once signed, usually during the lunchtime closure or after surgery hours, it is returned to the reception team, written up in the correct pharmacy collection book or filed under the patient surname if being collected from the practice. The practice has a 2 working day turnaround for prescriptions to be available at the practice. As you may now realise, it's a very tight timescale and many people are involved in the procedure. The process for managing repeat prescriptions can be quite complex and it's no surprise to us that some get lost along the way, although we make every effort to minimise this. And it makes no difference to us whether you post or e-mail a repeat prescription request, but it may be more convenient for you.

PRIVATE CLINICS

Did you know that there are private clinics available on site for patients and the public to access? Your GP is unable to recommend a particular private therapist but it may be convenient for you to use an on site professional.

Lachlan Beveridge runs his osteopath clinic all day Monday, and all day Thursday.

Carol Salisbury runs very successful podiatry / chiropody sessions on some Tuesday mornings / afternoons and every Thursday afternoon.

Corinna Lord offers counselling sessions on a Monday morning.

Appointments for all these clinics should be made directly with the therapist and their details are on cards at reception and on the Park View website. (www.parkviewhealth.co.uk)

SYMPTOM CHECKER

Teal is to ovarian cancer as pink is to breast cancer. The idea is that by wearing such a striking colour, women will start talking about the disease and the **BEAT** ovarian cancer acronym of the main symptoms:

- B** is for bloating that does not come and go;
- E** is for eating less and feeling fuller quicker;
- A** is for abdominal pain and
- T** is for telling your GP

These symptoms are frequently experienced by women, however when they are experienced frequently, persistently and severely the likelihood of ovarian cancer increases. If you think you might be experiencing one or more of the **BEAT** symptoms, speak to your doctor to decide if tests or scans are necessary.

THE PATIENT GROUP

The Patient Group at Park View is intended to represent an overall cross section of all patients. It will provide feedback and support to the Practice on issues raised and endeavour to assist in formulating policies and services. The prime objective is to lead to improved patient satisfaction within the remit of the practice and NHS resources.

It operates mainly by e-mail with two or three evening meetings a year if necessary. If you are interested in being involved, please complete a form at reception or contact the Practice Manager on info@parkviewhealth.co.uk