

June 2019 – Surgery Newsletter



Here we are in the summer already! As well as the serialised blog below I've been asked to point out a few important points this month:

Consent – We often have people phone us on behalf of family members. We cannot discuss any patients' confidential information with anyone else unless we have express written consent. This includes even just confirming an appointment time or date. Our staff often experience disgruntled patients as a result, but they would be breaking the law if they complied and are absolutely right to refuse. If there is frequently a need to discuss someone else's details and they are happy for us to do this, they just need to write to us expressing consent to talk to the named family member and we will note this on their record.

Monthly Training Afternoons – The North East Essex Clinical Commissioning Group has mandated that all practices in North East Essex will be closed for one afternoon each month from now on. This is in order to attend important area educational events and to complete the huge amount of mandatory training all members of staff have to keep up to date with. During these afternoons our doors will be closed and phones will not be answered. Any urgent medical attention can be sought by calling 111 on these afternoons as well as 24/7 365 days a year. We will ensure that our website and phone message are changed on these afternoons to make patients aware.

“10 insider tips I bet you don't know about your GP”

I came across a great online blog by a Dr Jon Griffiths recently which really struck a chord with our GPs. As a result I am serialising this blog with Dr Griffith's permission and share its contents with our patients and numbers two and three are below. You can read the full blog online here: <https://bit.ly/2GHljRt>

9. *Your Doctor might play golf, but probably not in their lunchbreak!*

- The traditional view that people have of GPs is that they see a few patients in the morning; a couple of visits, then are free until evening surgery at 5pm. Plenty of time for 18 holes in the afternoon? The traditional view is out of date. Most GPs see 20/21 patients in morning surgery, followed by visits, and then a further 20/21 patients in the afternoon. Many GPs see more than this. In addition to these face to face consultations, there will be phone calls and paperwork. Paperwork is an essential part of patient care, but takes time. It consists of looking through the results of the investigations that have been ordered, reading letters from consultants, acting upon these letters (consultants will not infrequently give actions for the GP to undertake), signing prescriptions (signing prescriptions is one of the riskiest things that GPs do – be aware of this and don't be upset if there is a query over your medication – this might just mean that the GP is taking the trouble to check that this is safe for you and won't kill you) and arranging the investigations and referrals from the previous surgery. The waiting room may be empty, but that doesn't mean the GPs are all putting their feet up. That's a lot of patients seen, and a lot of decisions made. If you are waiting for the results of an investigation, this can be stressful, and you quite rightly will want the results as soon as possible.

The patient participation group will be meeting at 6.30pm as usual this month on Thursday 20th June 2019, at the Great Bentley Village Hall.

Richard P Miller – Practice Manager