

## Practice Newsletter: Spring/Summer 2023

### Welcome to this edition of our Practice Newsletter

We have welcomed back Dr Chong to the Practice, and we have a new Advanced Nurse Practitioner, Nickey who has recently joined our team. 😊



**COVID-19 Spring Boosters:** Are you aged 75 years and over or immunosuppressed? If you are, you should have received a text message to book your spring COVID-19 booster. Please follow the link sent to your mobile to book your booster. Appointments for our patients are at The Meres Leisure Centre, Grantham. If you do not want to have your spring booster, please let a member of the reception team know – we can decline on your behalf, so you do not continue to receive automated text messages. If you do not have the facility to receive text messages, please ring the Surgery and a member of our reception team will be happy to book the appointment for you.

**Patient Navigators (Receptionists):** Medical receptionists are now more appropriately called patient navigators. To help you receive the correct treatment from the correct healthcare professional, our patient navigators are required to ask you a few questions regarding your problem and what the appointment is for- this process is called **Triage**. Our patient navigators are trained to carry out triage just like the Hospital/ A&E receptionists asking specific questions (what the problem is, how long have you had the problem, why is it urgent for today). This helps to determine if you need to dial 999 (in the case of an emergency) or who is the best person to see you (Doctor, Nurse Practitioner, Physiotherapist, Pharmacist etc). Please be rest assured that the information taken by our patient navigators is held with the utmost confidentiality. The process of patient navigation by our reception team helps manage the already limited resources that we have. They are supported by the Duty Doctor and as a team, we look after you and your loved one's medical needs. We will continue to improve the skills in inquiry and communication involved in patient navigation and do hope that you help us to help you.

**We continue to use AskmyGP;** this facility will be more accessible in the near future. It is open weekdays, excluding Public Holidays between the hours of **08:00-12:30**. If you have not registered for this service, please visit our Practice website [www.ruralmedical.co.uk](http://www.ruralmedical.co.uk); click on AskmyGP, click consult your GP and sign up as a new user with just a few details.



**Patient Participation Group (PPG):** We have recently held our first PPG meeting since before COVID. It was very well attended and provided patients with a chance to hear about developments and receive updates about the Practice. It was also an opportunity for patients to meet some of the Practice team, ask questions and discuss any concerns.

Would you like to be part of our Patient Participation Group? If so, please either complete the 'signing up for Patient Reference Group' form on our website [www.ruralmedical.co.uk](http://www.ruralmedical.co.uk) or speak to a member of our Patient Navigation (Reception) team who will take your details.

Our next PPG meeting is on **Thursday 15<sup>th</sup> June 2023 at 6pm** in the waiting room at the Surgery – we would love to see you there!



Please continue to look at our [Facebook page](#) and share any relevant information. This is one of the ways we keep our patients updated about services, events, and other Practice news.

#### May Public Holidays:

Please be aware there are **3** Public Holidays in May:

**Monday, 1<sup>st</sup> May 2023 (Early May Bank Holiday)**

**Monday, 8<sup>th</sup> May 2023 (King's Coronation)**

**Monday, 29<sup>th</sup> May 2023 (Spring Bank Holiday)**

The Practice will be **closed** and there will be **no medicine deliveries** on any of these dates.

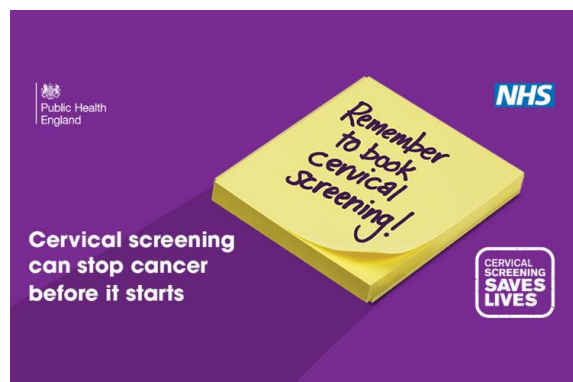


If you have weekly blister packs delivered, there will be an adequate supply provided to ensure you do not run out.



#### Saturday Smear Clinics:

Are you due or overdue your **smear**? Do you find it difficult to get an appointment at a suitable time due to work/family commitments? We are now holding additional smear clinics on Saturday mornings – please ring Reception to book your appointment if you would like to attend on one of these dates: 20<sup>th</sup> May, 22<sup>nd</sup> July or 2<sup>nd</sup> September 2023.



If you have a **complaint, compliment, suggestion** for improvement or any other issue you would like to discuss, please contact **Jane Parry**, Practice Manager on **01529 240234** / [jane.parry@nhs.net](mailto:jane.parry@nhs.net)



#### Contact details for the Practice:

**Reception: 01529 240234**

**Dispensary: 01529 240888 / 240845 between 10am and 4pm.** Why not get Systm1 on-line access (via Reception) so you can order your medication at any time of the day or night. Please allow **two** working days prior to collection.

*A caring practice providing quality health care in rural Lincolnshire*