



Magnolia House PPG

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The latest news, views, and announcements

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By Dr Kate Dyerson

Most of us are very aware that it is harder to see a GP than it was a few years ago. Even before the pandemic, patients were unhappy at a 3 week wait to see a preferred doctor. In many ways we are victims of our own success-medical science has made huge leaps forward in the last 30yrs since I started practising; we can do a lot more for many patients, be it replacing shoulder joints, improving cancer survival with new immunotherapy drugs or removing tumours with gamma knife technology, none of which existed when I qualified in 1993.

As a result, the hospitals started relying more heavily on GPs to manage complex problems such as high blood pressure, diabetes, asthma, Parkinson's and a host of other diseases in the community. We have upskilled and learnt how to do this but it has squeezed the service.

The rise of the online world has also increased expectations. Amazon can deliver an item within 24hr so why can't GP do the same?

We are trying hard. In 2021 GPs delivered a total of 367million appointments, a 17% rise on 2019 pre pandemic. This reflected a lot of covid related workload, but when all the immunisation work was removed from the figures, GPs are providing just as many appointments as in 2019 not less. Moreover, most of these appointments are face to face - across July 2021 to December 2021, NHS/Government statistics show that 80% of contacts were delivered in person.

There is a growing realisation that the current workforce of GPs cannot meet the increasing level of demand. We are using allied health care professionals (HCP) to assist us (urgent care nurses, pharmacists, social prescribers, paramedics) and this model has upset some patients who would like to see their own GP for every issue. Previously, seeing just your GP has worked well and continuity of care is valuable for both patient and doctor alike, and makes the job highly satisfying.

However, with increasingly elderly patients who have multiple complex needs and with rising demand, it has become necessary to direct less complex problems to other HCPs. So, as an example, a patient with a verruca should see the pharmacist and a patient with a sore throat the Nurse Prescriber at the Urgent Care Centre. This gives the GP

the time to see the patient with Parkinson's disease whose blood pressure is uncontrolled and who has had a series of falls.

To this end we now triage all our calls. This allows us to direct the patient to the right care, but it does require patients to accept that their own GP might not be the *only* HCP who can help.

Our reception staff have been requested to ask more questions on our behalf and our online e-Consult system allows us to triage in a very safe and effective manner.

The e-Consult form will ask all the questions GPs need to know to be able to work out if a patient is safe to be given advice or if they need to be seen and by whom and how quickly. Anyone who has used e-Consult will be aware that there are lots of questions which might not seem relevant, but these help to exclude more serious conditions. Anyone with worrying symptoms may be asked to stop and seek immediate help from us, or to call 999, so please be honest when answering the questions.

Dr Kate Dyerson

Meet the New Staff

Magnolia House has several new staff members

The nursing team have welcomed back Nisha from maternity leave (a baby girl!), and she has resumed her lead role on diabetes. Ruth is doing her minor illness training to be able to manage lots of quick on the day problems to free up GP time for more complex cases. In addition, the Surgery was lucky to persuade Joanne Olive to leave her health care post at Royal Surrey and join Magnolia House. Nurses are like gold dust, so we are fortunate to have a strong team. For those who miss Amy Lopez our previous Nurse Practitioner, you might well meet her up at the Urgent Care Centre in Bracknell.

Reception has also had a few changes and the Surgery has said a fond farewell to Debbie, Julia, Jeanette and Lynn recently. The Surgery has been trying hard to recruit but unsurprisingly it is not for everyone as it is one of the toughest jobs in the practice. They have been fortunate to have Hannah, Sam, Sam, Niamh, Charlie, Tilly and Olivia who are all getting to grips with the way things run. Do bear with them as they learn.

Congratulations to Niamh, who is our new Reception Supervisor!

The Surgery is also trying to join back office services up across the district and share resources across Green Meadows Surgery, Kings Corner and ourselves, so Helen London has joined the central team as data manager as they try and build resilience into the system.

A Warm Welcome to Nadine

Our practice manager is now on maternity leave

You will notice a new face in the surgery. Rebecca, Magnolia House's practice manager, is now on maternity leave for the rest of this year. However, while Rebecca is away, we would like to extend a very warm welcome to Nadine who comes to the practice as an office manager with lots of experience.

Dr Natasha Kundi

A new GP partner

Many of you will know Dr Kundi, who has been with the practice as a salaried GP. She has now joined the partnership of doctors who both own and manage the practice. Dr Kundi's responsibilities will increase significantly as a GP partner, and we wish her well in her new expanded role.

From landlines to Digital

No more hanging on the phone

By the time you read this, the practice will have replaced their telephone landlines with a new digital-based system. Rest assured the number stays the same! This means that now when you phone, you will be told how many callers are ahead of you and you will be offered a ring back. If you choose this option, the system will remember your place in the queue and call you back when you are first in line. The new system will also allow additional staff to pick up calls during busy periods.

Lynwood – An Update

The Development is Progressing (Slowly)

Behind the scenes, there has been quite a lot of activity in progressing the new Health Hub at Lynwood. The NHS has set up a project board to manage the construction of the building and this meets regularly to both manage progress and oversee development on the design, facilities and services that the hub will provide. Both surgeries (Magnolia House and Kings Corner) are represented on the project board and this also includes representation from the patient participation group in both practices.

A website has been set up to provide information on developments – you can access the site through this link:

<https://www.frimleyhealthandcare.org.uk/about-us/transforming-the-way-we-work-improving-services-local-to-you/sunningdale-health-hub/>

Patient Participation Group

Would you like to get involved?

The patient participation group acts like a bridge between patients and the practice. We help to support the practice in their work by representing the views of patients, as well as communicating feedback from the practice to patients. We do this in a number of different ways, such as through this newsletter, running an annual survey of patients' views and organising health talks in the district. We meet with representatives from the practice on a regular basis about eight times a year.

We are very keen to broaden our group and would welcome new members. If you would like to find out more, please fill in the contact sheet using the link below:

<https://www.magnoliahouse.nhs.uk/patientGroup>

Alternatively, please leave a note at Reception with contact details and addressed to 'the PPG'.

Annual Patient Survey

Look out next month for our annual patient survey. This is your opportunity to give us, the PPG, your views on the practice. You will receive text links from the practice taking you to a simple survey. Paper copies of the survey will also be available at Reception. We will report back the results in a later newsletter.