

CLARKSON SURGERY

NEWSLETTER

January 2025 – Happy New Year

Dear Patient

We wanted to update all our patients with what has been happening at your surgery.

Practice Update

Since our last newsletter we have welcomed Emma who has joined our Nursing Team as a Health Care Assistant and Michael who has joined our Clinical team as an Acute Clinical Practitioner, Michael is able to perform steroid joint injections for our patients who require them.

We will be welcoming Paula in January to our Nursing Team and she will be our Respiratory specialist.

We are unfortunately saying goodbye to Lucy at the beginning of January and Jenna at the end of February, we wish them all the best for the future.

We're delighted to announce that Clarkson Surgery's catchment area has been widened to include patients living in Parson Drove. This gives residents the opportunity to choose Clarkson Surgery for their primary care services. We look forward to welcoming them to our practice and providing the high-quality care they deserve.

Patient Feedback about the Practice

We welcome and actively encourage all our patients to complete the Friends & Family/I want Great Care Survey and thank those who have done this for us to date this year – please continue to do so <https://www.iwantgreatcare.org/gpsurgeries/clarkson-surgery>. It would also be helpful and support us gaining new patients if you were to put a review on Google. This feedback enables us to understand patients' thoughts and feelings regarding the services we provide and also enables us to give additional information where necessary to keep patients informed about our services and the processes we follow.

During 2024 (from 1st January 24 – 29th December 24) Clarkson Surgery Provided:

83,329 Appointments

46,398 Were Face to Face Appointments

18,708 Were Face to Face Appointments with a GP

25,059 Telephone Consultations

39,122 On the Day Appointments

2,928 Appointments Where the Patient Did Not Attend ☹️

(Please ensure you inform us if you are unable to attend so the appointment can be offered to someone else)

2,179 Long Term Condition Annual Reviews

206 Home Visits

4,171 Phlebotomy Appointments

4,575 Blood Pressures Taken

PLUS lots of other appointments: Dressings, Vaccinations, Smears, and Health Checks etc.

Primary Care has changed over recent years and we now have a multi-disciplinary team to support all our patients' needs. They include a mix of health and care professionals who work together to meet the social, physical and mental wellbeing needs of our local population whilst providing care closer to people's homes.

This means you will be directed to the most appropriate colleague based on your medical condition needs and this may not be a GP.

By working in this manner, it enables us to provide far more patient contacts than we were able to provide previously.

Our Patient Journey

When you call the surgery, you will speak to a colleague from our reception team who will ask you for some details about your medical problem. Sometimes the triaging clinician may ask for more details at this point.

From Monday 9th December 2024 we introduced a revised triage system which will mean:

- We are able to answer more calls more quickly - reducing the time you spend in the queue
- We will have more appointment slots available so we will not reach our capacity so often or so early.

We hope you find this change helpful and look forward to receiving your comments about this, we have received positive comments regarding this change so far.

The clinicians or services you may be referred to include:

- Doctor
- Advanced Nurse Practitioner (ANP)
- Paramedic

- Practice Nurse
- Health Care Assistant (HCA)
- Pharmacist
- Diabetic nurse
- Mental Health nurse
- First Contact Physiotherapist
- Stop smoking service
- To our website to request sick notes for ongoing issues
- Minor Injury Unit (MIU) at North Cambridgeshire Hospital Wisbech who provide care and treatment for patients whose injuries or illnesses are not severe enough to require A&E and offer an access, examination, diagnosis and treatment plan for injuries, including wound closures, plaster casts and splints and x-ray services if required.
- Community Pharmacy First who can provide medications for sinusitis, sore throat, earache, infected bites and stings, impetigo, uncomplicated UTI's in women.
- Self-care
- Hospital (A&E)
- NHS 111

 <p>Self Care Care for yourself at home</p> <p>Minor cuts & grazes Minor bruises Minor sprains Coughs and colds</p>	 <p>Pharmacy Local expert advice</p> <p>Minor illnesses Headaches Stomach upsets Bites & stings</p>	 <p>NHS 111 Non-emergency help</p> <p>Feeling unwell? Unsure? Anxious? Need help?</p>	 <p>GP Advice Out of hours: Call 111</p> <p>Persistent symptoms Chronic pain Long term conditions New prescriptions</p>	 <p>UTCs Urgent Treatment Centres</p> <p>Breaks & sprains X-rays Cuts & grazes Fever & rashes</p>	 <p>A&E or 999 For emergencies only</p> <p>Choking Chest pain Blacking out Serious blood loss</p>
---	---	---	---	---	---

Appointment bookings

If you need an appointment **on the day** for a new or ongoing health problem, then please telephone us from 8.30 am Monday to Friday until our acute appointment capacity is full. You will be triaged and placed with the most appropriate colleague as quickly as possible who will call you and determine the right treatment plan for you. Additionally, we provide:

- **Pre-bookable appointments during our core hours of 8.30am – 6.30pm** – these are utilised by our clinicians for patients who need to be followed up following test results and ongoing care. Other pre-bookable appointments are available to cover specific health related clinics e.g. child immunisations, cervical screening and long term health condition reviews.
- **Pre-bookable appointments outside our core hours 6.30 – 8.00 pm Mon-Fri, 9.00 am to 5.00pm Saturdays** – available for all patients registered at any of the 4 Wisbech GP surgeries, specifically for those patients who struggle to be seen/spoken to during our core opening hours – these are booked by contacting us directly.
- **Home visit requests** – generally for housebound patients or if you are too ill to come to the surgery. Where possible please call us between 8.30am to 10.00am to request. We are unable to provide home visits if you do not have transport to get to the surgery.

Contacting our Surgery

We have recently upgraded our telephone system following patient feedback and this is working well with many patients advising how much easier it now is to get through to us. We have also increased our Clinical Triage team. A new feature 'Callback' has also been activated which enables you to keep your place in the queue but without the need to physically hold on the line – we will call you back when your place is reached.

AccuRx - <https://accurx.nhs.uk/patient-initiated/d81011>

We would like to remind you of our online service available to all our patients. AccuRx is an easy to use online platform where patients and healthcare professionals can communicate.

Here are just a few of the things you can do via AccuRx: Complete online questionnaires, send requests to your GP avoiding waiting times on the phone, reply to SMS messages from health care professionals, send photos and video calls.

Patient triage via accuRx is a web-based online consultation tool that allows you to submit a short medical or admin query directly to your GP surgery. With a step by step guide it will allow you to submit admin queries (e.g med3 requests & blood results) or a medical request for a new or ongoing problem.

We invite you to join us in using accuRx, please find further instructions on our website (www.clarksonsurgery@nhs.net) by using <https://accurx.nhs.uk/patient-initiated/d81011> Please note this is not a service for any life threatening illnesses or medical emergencies, if you require immediate assistance please call 999 or 111. We aim to respond to you within 2 working days.

Long Acting Reversible Contraception (LARC)

We continue with these clinics which include a COIL and Implant fitting and removal service with minimal waiting times. Please call reception to make an appointment (01945 583133).

Dispensary

Our dispensary offers a first class service to our patients including a Managed Repeat Prescription service for our Dispensing patients, which eliminates the need to remember to order your repeat

prescription each month, please contact the dispensary on 01945 583 133 opt 4 to sign up for this. We also have our free of charge delivery service for our dispensing patients, delivering to approx. 450 patients.

Weight Loss Injections

Unfortunately we are unable to prescribe weight loss injections, patients have to be referred to the weight management team.

Facebook and Website

We have an active Facebook page which is regularly updated with surgery news health information and promotion, please follow us to keep up to date www.facebook.com/clarksonsurgery

Check our website to register with the surgery, health information, ordering medication, contact us on line at www.clarksonsurgery.co.uk

Training Days

To ensure our Practice teams are kept up-to-date with what's going on including new developments and specific training and to assist them feeling involved in our surgery we hold a training afternoon on the following dates where the Practice is closed to patients from 1pm until the next working day.

Our next Staff Training dates are:

Thursday 23rd January 2025

Tuesday 18th February 2025

Wednesday 19th March 2025

Wednesday 9th April 2025

Thursday 15th May 2025

Tuesday 17th June 2025

Wednesday 16th July 2025

Thursday 18th September 2025

During these times, if you require assistance and cannot defer your query until the next day, the following services are available to you:

- **Call 111** if you need medical help or advice fast – **but it's not an emergency**. The 111 online service can also help if you're not sure what to do for your symptoms.
- **Call 999** if someone is **seriously ill or injured and their life is at risk**.

- Go to the local **Minor Injuries Unit (North Cambs Hospital)** if you have a minor illness or injury (cuts, sprains, rashes).
- Your **local pharmacy** can give you advice about many common minor illnesses such as diarrhoea, headaches and sore throats.

Patient Participation Group (PPG)

We are keen to engage our patients in developing our services further and welcome your interest in joining our Patient Participation Group (PPG). Our PPG members will be meeting at 6.30pm at Clarkson Surgery on the following dates:

Monday 17th February 2025

Monday 14th April 2025

Monday 16th June 2025

Monday 18th August 2025

Monday 20th October 2025

Monday 15th December 2025

Please contact our Reception team if you wish to attend or apply to join us.

Joint Injection Clinic

We are very excited to announce that we at The Clarkson Surgery, are able to offer joint injections to our registered patients who have been suffering with arthritis or bursitis.

What does this mean for you?

If you have been suffering with long term joint pain and have tried physiotherapy and analgesia with little improvement, you may qualify for a steroid injection which could ease your symptoms and drastically improve your quality of life.

What are the requirements?

All you need to be is registered as a patient at The Clarkson Surgery and we'll do the rest.

What is the process?

Once you are placed on our waiting list, the Clinician will call you to ensure you qualify for the steroid injection and you understand the risks and benefits. Then once both parties are happy to proceed, you will then be offered an appointment to have your injection.

Currently our waiting times are the lowest in the area!

If you would like any additional information or would like to be considered for the injection, please contact the surgery on 01945 583133.