

TMC's MONTHLY NEWSLETTER

Trinity Medical Centre

August 2020

Welcome to the August edition of the Trinity Medical Centre newsletter. This month we focus on Digital Primary Care and the various ways you can access the surgery to make sure you get the quickest and most appropriate care from the most relevant person.

DIGITAL FIRST

SAME DAY CLINICAL ADVICE

Use **AIRMID app** or **SystemOnline** to book a call back from our Clinical Assessment Service

ROUTINE APPOINTMENTS

E-Consultation on the practice website

MEDICATION REQUESTS

Use the **AIRMID app** or **SystemOnline** to order repeat medications

GENERAL ENQUIRIES

Message us on the platform most convenient for you

- **E-Mail**
- **SystemOnline**
- **Airmid App**
- **Twitter**
- **Facebook**
- **Website**

Further information on all of the above can be found on the practice website.

RIGHT PERSON FOR THE PROBLEM

- Include as much detail as possible and take time to explain the problem and what you need, photos can be sent if it helps.
- Staff review the details and direct the problem to the right person, this may be a Specialist Nurse or ANP
- Response within 24hrs, most of them same day

Contact to the surgery by **PHONE** and **FACE2FACE** appointments remain accessible to patients that are unable to use digital platforms

GPs are able to manage more complex patients, helping focus their time on where they are needed most

No queuing for the car park



No long wait times to see your regular GP



No need to arrange time off work or childcare to attend

Send us a request any time of day or night with no time limit to complete



No waiting in hot or cold waiting rooms if a clinician runs behind

Less PPE needed



Reduced travel is better for the environment

Quieter waiting rooms reduce the spread of COVID



Save time & money by not waiting on hold to speak to someone

Primary Care has moved to a Total Digital Triage model as a result of, and to reduce the spread of, COVID-19. We appreciate this may cause some frustrations for some patients but this new way of working has shown huge benefits to most. Most GP surgeries around the country are seeing the clear advantages of telephone consultations, supplemented by photo, video, or face to face contact where this is deemed necessary. We will continue to work in this way now and all those that can access digital platforms are encouraged to do so.

CONTACT US

TELEPHONE US ON
 01924 784 101

EMAIL US AT
 TRINITY.MEDICALCENTRE@NHS.NET

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 VISIT OUR WEBSITE
WWW.TMCWAKEFIELD.CO.UK

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Primary

This month we focus on a relatively new post within our practice. This position has been in the pipeline for a while and only when COVID struck were we able to put it into practice on a day to day basis.

Care

Patient Advisers are primarily experienced Healthcare Assistants (HCA's) that see patients regularly as part of their long term condition management. As a Healthcare Assistant they will do things like blood tests, diabetic, asthma and other routine checks.



Donna Moore, HCA & Patient Adviser (PA)

Posts;

As Patient Advisers their main role is to assess all the requests for appointments that come in via the website, e-Consultations, email or requests made over the phone to the reception staff. They then act as advanced care navigators to make sure the patients' request is dealt with quickly and by the most appropriate person.

Patient Advisers

Here are some examples of the tasks that Donna would deal with as a PA;

Message from the TMC website; a patient wants to see a GP because they need a medication review

"I would look at any long term conditions that the patient has and see if any annual checks are needed before the medication can be reviewed safely. Say the patient is on medication for a Thyroid problem; I would contact them and book them in for their annual blood test, usually with me, at a time convenient for the patient. Once the blood test is done, I can forward the request to the Pharmacist who can reauthorise the medication if the results look OK. We can let the patient know by SMS or a quick phone call that the review has been done and they can order their medication"

A patient emailed us concerned over weight loss and change in bowel movements

"I would put this straight through to the Clinical Assessment Team so that a Nurse can talk to the patient within a few hours to rule out cancer. We are taught which red flags to look for and always err on the side of caution. The Clinical Assessment Service is an invaluable resource"

Online consultation received from a patient with a skin problem

"I would review the request and if there wasn't a photo of the rash I would ask the patient to text us one. I can get more details over the phone if needed and book the patient a telephone appointment with one of our GP's that specialises in dermatology. The GP can review the online consultation, the notes I have made and the photo before they speak to the patient and then the telephone consultation will be a lot more productive and efficient"

Staff Update

August sees our regular changeover of trainee GP's. This time we welcome Dr Gupta & Dr Kandregula into the practice as well as Dr Grainger who returns from maternity leave to finish her placement with us.

We also say goodbye to Dr Doumu and Dr Dodds and wish them both luck for the future



August has seen an increase in the number of routine services available again in secondary care. Patients can find the most up to date information on these services on our website.

We have also started to safely reintroduce some of the specialist services that we can offer on site with Steroid Injection clinics starting this month, Minor Surgery starting at the end of this month and Family Planning Clinics will resume in September.

Finally, we have been working on how we can run flu clinics safely this year in what we expect to be our busiest campaign yet. This year will be unlike any other so look out for further information.

Did you know we have a dedicated COVID-19 section on our website? Here you can find the latest updates and any changes you need to know.

PLEASE CONTACT US IN ANY OF THE WAYS BELOW WITH ANY QUERIES

COVID-19 UPDATE

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