

# Winter

**2020**

**Issue 2**

	<b>December</b>
<b>Referrals Processed</b>	374
<b>Workflow letters</b>	2064
<b>Patients Seen by GP (including walk-in)</b>	1746
<b>Patients Seen - Nurse</b>	683
<b>Patients Seen – Health Care Assistant</b>	671
<b>Patients Seen – Clinical Pharmacist</b>	98
<b>Patients Seen – Emergency Care Practitioner</b>	281

## **FLU SEASON**

It is not too late to have the Flu Vaccination.  
Please call the surgery on 01992 550541 to book your Flu appointment.

If you are unsure whether you are eligible for a flu vaccination please call the surgery and the team will be happy to help you.



## **Congratulations Neha Ladva – Clinical Pharmacist**

Neha has become an Independent Prescriber following a course at the University of Hertfordshire, passing with a distinction in her diploma. This will allow Neha to independently prescribe for patients in her area of competency. She will initially focus on prescribing around hypertension. As she builds prescribing experience, she will continue to increase her competency in different areas.

## Health Helps available 24 hours a day in Welwyn Garden City

Do you know the best place to get help when you have an urgent health concern?

The Urgent Care Centre at the New QEII Hospital in Welwyn Garden City is open 24 hours a day, 7 days a week. The Urgent Care Centre can treat lots of health problems, such as burns, scalds, sprains, minor cuts and suspected broken bones; but it isn't the right place for everyone and there is a more limited service staffed by nurses after 11pm. If you're unsure about whether the Urgent Care Centre can help, please call NHS 111 before you travel. Calls to NHS 111 are free from any phone.

NHS 111 is available 24/7 over the phone and online. Trained advisers will ask you questions about your symptoms. Depending on your health need, they can give you advice, put you in touch with a doctor or nurse over the phone, or make you an overnight or weekend appointment with a clinician at the New QEII Hospital, if you are assessed as needing one. They have all the health information at their fingertips and will know the best place for you to receive care.

Call NHS 111 or go online to [www.111.nhs.uk](http://www.111.nhs.uk)

## Premises Update

Many patients continue to raise concerns about the relocation plans for the surgery to Bircherely court. This site of the planned new building was sold by Wrenbridge Developers to Chase Homes late last year. The surgery remains in conversation with East and North Herts clinical commissioning group and NHS England about the viability of this project.

The partners grow increasingly concerned that the current site is not fit for the future provision of primary care and continues to work with external agencies to seek a speedy resolution to the current challenge.

We know many patients are keen to help us get the future site secured and have asked how they can help highlight the concerns.

In the first instance we would suggest writing to your local council or MP to raise these concerns to help keep the plight of the practice on the radar of those who can influence these decisions.

Her email is [Julie.marson.mp@parliament.uk](mailto:Julie.marson.mp@parliament.uk)

## Data Opt Out Choice

The national data opt-out was introduced on 25 May 2018, enabling patients to opt out from the use of their data for research or planning

Date opt out choice – [digital.nhs.uk/services/national-data-opt-out](http://digital.nhs.uk/services/national-data-opt-out)

## Nikki Smith – Nurse Team Leader

Nikki Smith has started the General Practice Improvement leads programme, this four month course will help with projects to improve both efficiency in surgery and patient care.

## **Surgery Text Campaign**

The surgery often uses text messages to alert patients to contact the surgery to support their personalised care. Sometimes the text messages are individual and sometimes they are part of a group call. Examples of why the surgery send text messages are listed below:

- To ask you to contact the surgery for a result
- To be updated about a query
- To be offered a smear test
- To be offered a blood pressure check
- To be offered an NHS health check
- To be offered a vaccination
- To advise you if there has been a change to a clinic
- To offer you a GP appointment
- It really helps the team to provide the very best care for you if you are able to respond to the text message on the day it is sent or within a few days if this is tricky for you.

It is also really helpful if you can keep your mobile number up to date. Please do check with the team when you can that we hold an up to date mobile number for you. The more mobile numbers we hold the more efficiently we can use NHS resources allowing us to invest in other additional services.

## **Patient Participation Group (PPG)**

Would you like to be more involved in your GP surgery? We have a very active Patient Participation Group (PPG) run by volunteer patients and our practice staff. The aim of the group is to strengthen the relationship between the practices and our patients as well as working together to improve and develop services.

Our next meeting is on Monday 24<sup>th</sup> February 2020.

Please speak to our reception if you would like to get involved. We would love new members to join!

## **Useful Contact Numbers:**

Wallace House Number: 01992 550 541  
Wallace House Email: [admin.wallacehousehertford@nhs.net](mailto:admin.wallacehousehertford@nhs.net)  
Website: <https://www.wallacehousesurgery.co.uk/>

Herts Help: 0300 123 4044  
As one Wellbeing Service: 0300 777 0707

Lister, Hertford County and QE11 Hospital Switchboard: 01992 314 333  
Princess Alexandra Hospital Switchboard: 01279 444455