

NOVEMBER 2019

Severn Fields Medical Practice Patient Newsletter

Surgery Opening Times

Monday:	8:30am – 6:00pm
Tuesday:	8:30am – 6:00pm
Wednesday:	8:30am – 6:00pm
Thursday:	8:30am – 6:00pm
Lunchtime Closure:	1:00pm – 2:00pm
Friday:	8:30am – 6:00pm

Tel: 01743 281950

Email: sfmp.info@nhs.net

www.severnfieldsmedicalpractice.co.uk

Clinical Staff

Doctors

Dr Martin
Dr Hunter
Dr Praveen
Dr Brown

Acute Care Team

Samantha Bunyan
Rhiannon Jarman
Marian Lindop
Nick Berney
Michael Anslow

Practice Nurses

Sr Karen Mann
Sr Michelle Turner
Sr Michelle Evans
Sr Katherine Baehr
Sr Anne Williams
Sr Jilly Neale
Sr Jackie Stevenson
Sr Sandra Shutt

Health Care Assistant

Sally Lockley

Clinical Pharmacists

Rajvee Chande
Aminah Khan

New Appointment System

We are very excited to announce that we are trialling a new system for on the day appointments. The aim of this system is to give our patients more access to our clinicians by offering more face-to-face appointments. This means that you will not have to wait for a telephone call from a clinician before being able to book an appointment.

Appointments will be available with our acute care team each day from 8:30am via telephone and through the Patient Access App and website. Our acute care team consists of Advanced Nurse Practitioners, Paramedic Practitioners and Doctors, all of whom are highly skilled in dealing with acute “one-off” health problems. We will still be offering routine appointments with Doctors and Practice Nurses for on-going health issues and our Clinical Pharmacist will be on hand to help with any medication queries and reviews.

This is a trial and we encourage your feedback so there will be forms available to complete in the surgery to help us ensure that we are meeting your needs.

The new system will begin on Monday 25th November 2019. Please be patient with us while we adjust to the new system.

e-Consult

We are also utilising a new online service for patients who struggle to get to a GP appointment or prefer not to have a telephone call with a clinician. e-Consult is a way of communicating with the practice for all your health needs and is available to use 24 hours a day, 7 days a week.

It can direct you to self-care options or sign post you to local services which may be available to you, but will also communicate with the practice so that our clinical team can deal with your query if appropriate. Our clinical team may choose to contact you after receiving an e-Consult and this may be through the e-Consult system or by telephoning you to discuss your query.

The system is available through our website and will ask you to answer some questions so that the information can be passed on. We hope this will help you to be able to contact the practice at a time convenient to you without having to wait in a queue in reception or on the phone.

We aim to process any e-Consults within 2 working days of receipt.

New Clinical Staff

The Practice has had a few new additions to the clinical team recently.

Samantha Bunyan has joined us after working as the Head of Quality and Safety at Shropshire Clinical Commissioning Group and brings a wealth of experience not only to our clinical team, but to ensure that the quality of care we provide to our patients is the best it can be.

Sister Michelle Evans joins us from a surgery in Suffolk and will be helping the rest of the nursing team to provide care for all of our patients with on-going health needs.

Sister Sandra Shutt joins us as our Respiratory Nurse and will be working alongside Sister Stevenson to ensure that our patients with asthma and COPD are cared for.

Marian Lindop joins us from Whitehall Medical Practice and brings her experience in acute and one-off health issues to support the acute care team.



Dates for the diary

The Practice will be closed on Wednesday 25th and Thursday 26th December 2019 and Wednesday 1st January 2020. We will be providing services as normal outside of these dates.

Did you know?

Severn Fields Medical Practice offers patients the opportunity to book appointments, request medication, update their details and much more without having to phone the practice through the Patient Access App and website or the NHS App. If you would like to register for this service, please speak to a member of the team.

Have you had your flu jab?

Please keep an eye out on the practice website or in the waiting room for dates of our flu clinics or speak to a member of the team.

Future Updates

We hope to keep updating patients through our newsletter on a regular basis. Newsletters are available from the practice website or can be picked up from reception.

In the near future we will have regular updates from our clinical team that you may want to hear about and we will keep you up to date with any events happening in the practice.

We would like to take this opportunity to thank you all for your continued support of the practice and we hope that this support continues as we improve the service we offer.

Patient Group Coffee Mornings

Severn Fields Medical Practice Patient Group are running coffee mornings at the Practice. These are open to anyone who would like to attend.

These coffee mornings are run solely by volunteers from the patient group who are always happy to welcome new faces and of course regular ones!

These coffee mornings are just one activity that the Patient Group help the Practice with and we hope to have more patients coming in for a chat or just a warm drink now the weather is getting colder.

Dates for the rest of the year are as follows:

Friday 15th November - 10.30am till 12.30pm

Friday 29th November - 10.30am till 12.30pm

Friday 20th December – 10.30am till 12.30pm

Extended Access Appointments

As from 1st October 2018, we became part of a network of practices (known as 'hubs') in Shropshire, working together to offer patients 'Extended Access' to pre-bookable appointments - in the evenings, at the weekend and during bank holidays.

Part of the national agenda by NHS England, Extended Access means patients are able to make pre-bookable appointments to see a GP, practice nurse, or other qualified healthcare professional, at a time which may be more convenient for them.

In Shropshire, local practices are working together in a network of 'hubs' to provide this service. The 'hubs' will take turns to provide the Extended Access appointments to patients. This means patients could be offered an appointment at their own surgery or at a nearby practice in the local area (part of the hub). Patients will be advised about appointment location at time of booking, enabling them to make an informed choice about their where and when they access care.

Locally the pre-bookable appointments will be available as follows:

Weekday evenings (Monday to Friday) appointments between 6.30pm and 8pm (at a local area hub)

Saturdays & Sundays ring your own GP surgery, appointments between 8:30am and 12:30pm (at a local area hub)

Arranging a pre-bookable evening, weekend or bank holiday appointment is easy to do - patients simply need to contact us, during normal opening hours, and speak to the practice receptionist or a member of the practice team who will be able to help. Appointments may not be with your registered GP but will be with a GP or other qualified healthcare professional.

Cervical smear and NHS health check appointments are available through the extended access service - patients should just ring their own GP surgery and ask the receptionist for one of these appointments in an extended hours session.

Extended Access adds to the existing range of healthcare services already available in Shropshire to help patients, including pharmacists, NHS 111, the walk-in centre, minor injury units, and A&E (which is there 24/7 for life threatening serious emergencies only).

Contact Details

Please ensure that we have your most up-to-date contact details. This will ensure that we are providing the best possible care for you and can update you on anything happening in the practice.