



**COLLINGHAM MEDICAL CENTRE**



## Spring 2019 Newsletter

### Launch of the Befriending Service for Collingham Medical Centre patients

Following a joint feasibility study with our Patient Participation Group (PPG), we are delighted to confirm that Newark Live at Home scheme will be extending their befriending service to create a service exclusively supporting patients registered with Collingham Medical Centre (CMC). If you feel a member of your family will benefit from a volunteer befriender visiting them at home on a regular basis offering companionship let us know.

Either call the Collingham Medical Centre who can make a referral or contact Newark at Home (NLAH) directly on 01636 674521 or email: [newark.liveathome@mha.org.uk](mailto:newark.liveathome@mha.org.uk)

**What the Befriending Service needs**—there is an established network of befriending volunteers but we will need more local people for this local service. All volunteers are DBS checked, trained and supported via the NLAH established governance processes.

**Funding**—to set up a self-funding model needs some infrastructure funding to cover costs for training, advertising, administrative and volunteer expenses. The Collingham PPG are working with CMC & NLAH to apply for grants and donations for the first 3 years after which NLAH have committed to adopting the services.

The service started on 1 April 2019 with the valuable support of £1,000 from the Partners at CMC and £500 from the Fleet Magazine Committee. The first 3 social prescribing referrals to the service for support have been made—we estimate a demand of 1 new referral per week.



Public Health England

**Cervical screening can stop cancer before it starts**

Don't ignore your cervical screening invite. If you missed your last cervical screening, **book an appointment with us today.**

NHS

Remember to book cervical screening!

CERVICAL SCREENING SAVES LIVES

As you feedback to the practice and our Patient Participation Group (PPG) with your thoughts and suggestions we follow-on from the Winter Newsletter with more questions, queries and suggestions.

### You said—We did (11)

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#### ***“What’s happening at the Collingham Medical Centre, what are all these different roles?”***

The Collingham Medical Centre presented to an open forum on Wednesday, 20 March 2019 at the Collingham Memorial Hall. A summary of the event has been written by our PPG and can be found on the practice website. We answered this and many other questions. The Q&A from the evening can also be found on the website.

The clinical skills at Collingham Medical Centre have increased to be the home of 10 prescribing roles— 4 GPs, 2 Clinical Practitioners, 1 Advance Nurse Practitioner, Specialist Nurses and a Clinical Pharmacist. It is the combination of these clinical skills that helped the practice deliver



over 40,000 appointments in 2018. A summary of the role descriptions can be found on the website and in our practice leaflet.

Please liaise with the Patient Care Advisors (PCA) on the phone or at the Centre to signpost you to help. It may be that we can pose your question to a clinician without the need for you to invest time in an appointment.

### You said—We did (12)

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#### ***“Where will I find the number for the practice dispensary and Collingham Pharmacy?”***

The direct dial number is **01636 893038**. A review of our information showed that it’s available as the first entry on Google, in the practice & pharmacy leaflet and on the dispensary page of the practice website. We have improved the availability by adding to the Contact Details page on our website and are in the process of asking the local parish magazines to publish with ‘useful numbers’.

### You said—We did (13)

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#### ***“It’s very hard to get a GP Appointment”***

The NHS has identified that to support the growing health needs and population size the NHS and GP practices should work differently. Some of the support you would have historically received from a GP is now delivered by Nurse registered specialist trained prescribers. The GP

and Clinical Practitioners now form the senior clinical team who can help to support first onsets (and follow-up) of a health need. All our senior clinical team can prescribe, refer, order diagnostic tests such as bloods and x-rays and consult with the lead clinician of the day—our ‘Duty Doc’. Please share information with the Patient Care Advisor to help signpost you to the most appropriate specialist, independent prescribing, practitioner. This has helped to vastly improve your access to a “GP Appointment”.

#### How can we do this?

Number of Appointments - Senior Clinical Team 2016-2018



## You said—We did (14)

***“Waiting time for appointments used to be so long, however, we have not used the service for a while so unsure of how service is performing”***

Historically, the Collingham Medical Centre delivered timely availability of appointments with senior clinical team members. Whilst 2012-15 was a difficult period for the NHS, practice and appointment availability, we find that we again have timely availability largely due to the invaluable diverse team.

In addition to the senior clinical team, a further 21,221 appointments were delivered by nurse team members. That's a total of 40,785 appointments offered in 2018.

## Wait for Appointment

Average Appointment Availability for First, Second & Third Appointment with Senior Clinical Team 2016-2019

	0-14 Days	14-28 Days	28-56 Days
Year	First available appointment	Second available appointment	Third available appointment
2016	44	No Data Available	No Data Available
2017	13	20	26
2018	1	3	6
2019 so far	2	6	10



## You said—We did (15) General Practitioner Partners

***Why do GP Partners from Collingham leave and work elsewhere ?***

The Royal College of General Practitioners (RCGP) have recently reported that the number of GPs working in NHS England has reduced by over 500 since 2015. NHS England's aspiration was to increase this workforce by a further 5,000 by 2020.

The decrease in the GP workforce has meant that GPs across England have chosen to work less 12 hr days (which is why our GPs work 3 x 12 hr days plus administration hours) or change the way they work to be a locum so that they can influence their working pattern/work life balance outside of the hours a practice is contracted to be available (8.00am—6.30 pm). Partnership, for a while, was not attractive as practices in England started to close.

NHS England have recently published the Forward View for General Practice (2020-2025) and are keen to work with the British Medical Association (BMA) and RCGP to protect the current model of general practice and continue to work to grow the GP workforce.

Our experience in Collingham is better than the national position and we are currently out to advert for a GP Partner to continue to grow our own GP team to support the services at the practice.

## Travel Advice Service

We offer **written NHS travel advice**. Please complete a travel questionnaire a **minimum of 6 weeks** before you travel, including details of activities undertaking and regions visiting. This will allow the nurse team the opportunity to review your record, vaccination history, advise on vaccinations you may need to consider and administer those you choose to receive (either NHS or privately).



## Change of Details and Mobile Phone Numbers

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It is important that you let us know of any changes to your contact details or address so that if we need to contact you we have correct information to do so.



We also offer a free text service to all patients who have given us mobile phone number. We will send texts to remind you of booked appointments and also to inform you of any changes to appointments. Please contact reception to register your mobile phone number.

## Practice Newsletter

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Keep to up to date with changes in your local NHS GP practice. If you would like to receive an electronic copy, please

- visit our website at [www.collinghammedicalcentre.co.uk](http://www.collinghammedicalcentre.co.uk).
- Select “Newsletters” (under Further Information) and click on the “sign up here” link.
- Enter your name and email address and you will be added to our mailing list to receive future newsletters directly into your email inbox.

Or, you can continue to pick up a copy from the usual distribution points.

## How to Contact Us

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Enquiries/Emergencies: 01636 892156  
Appointments: 01636 893956  
Repeat Prescriptions: 01636 892210



To cancel your appointment, text **07498 083528** - include your name and date of birth in the message. *Please do not use this number for any other purpose*)



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[www.collinghammedicalcentre.co.uk](http://www.collinghammedicalcentre.co.uk)

## SYSTMONLINE (On-line appointment booking, ordering medications and access to records)

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If you would like to register to use SystmOnline for booking of doctors appointments, ordering repeat medications and viewing your medical record, please ask a member of the PCA team to set this up for you.

Once registered, you can access the website via the link at the bottom of the home page on the practice website. You can also download apps for use on Apple and Android devices.

