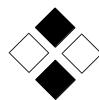


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THE LODGE SURGERY

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Spring 2017 Newsletter

Urgent, On-The-Day Care

From 1 March our "Duty Team" will manage our urgent care every morning. The Duty Team will consist of a doctor and Wendy, our Advanced Nurse Practitioner and will replace our previous Triage System with a more efficient service for our patients.

To access this urgent, on-the-day service patients will be required to ring the surgery between 8.00 and 10.00am every morning. Below is some information introducing Wendy:

Wendy Mant, Advanced Nurse Practitioner

My role at Lodge Surgery is Advanced Nurse Practitioner/Nurse Manager as well as Respiratory Nurse Specialist.

The aim of my role as ANP is to improve accessibility to appointments as well as offering "on-the-day" appointments for short term acute illnesses; this process improves doctor availability and enables them to see patients with greater clinical need or with more ongoing or long term conditions.

There may sometimes be a perception that Nurse Practitioners are only put in place to STOP patients seeing a doctor, this is not the case and patients will be booked in to see a doctor if it is deemed clinically necessary. My role serves to enhance the service we provide for our patients by improving the availability of appointments; however this means you may not always get to see "your doctor" for minor illnesses or ongoing conditions that I can deal with.

As well as face to face consultations, I also offer telephone advice/consultations to deal with anything that doesn't necessarily need a face to face consultation. This was previously called "triage", however as I see, treat and prescribe (sometimes over the phone) this term will no longer be used. All my appointments, apart from those for Chronic Diseases, are released on the day so there is always availability.

There should never be the need for one of our patients to say to others "I can't get to see anyone in my surgery for weeks", as you are able to speak with me to discuss any problem which you feel needs a doctor's attention sooner than the routine availability. I can assess the urgency and book the most appropriate appointment dependent on clinical need, and I can make use of cancelled appointments including those cancelled at short notice so **please let us know if you can't attend a booked appointment.**

I have been working in GP surgeries locally for the last 10 years. During this time, I advanced my skills and knowledge base with further modules in Advanced Physiology, Clinical Assessment Skills and Clinical Decision Making, completing courses at Masters Level at London South Bank University, as well as diplomas in Asthma and Chronic Obstructive Pulmonary Disease (COPD).

A little about my background: my career started with post registration foundation in Medicine and Surgery at the old Princess Margaret Hospital. Following this I worked as a District Nurse which gave me grounding in patient care within the community. I then moved on to become South West Nutritional Nurse Specialist for 2 private companies based at the Bristol Royal Infirmary, specialising in caring for terminally ill patients and managing their intravenous and stomach tube feeds.

... continues overleaf ...

Moving back to NHS and Primary Care, I worked for 2 years at Swindon Walk-In-Centre, seeing any number of acute illnesses, as well as covering the Swindon Out Of Hours Service. I then completed my Non-Medical Prescribing qualification at The University of the West of England – this gives me authority to prescribe and sign my own prescriptions.

As an Advanced Nurse Practitioner operating in primary care I have a wide range of skills, a broad knowledge base, and the ability to deliver specific aspects of care. I am able to see, diagnose and prescribe for my patients as well as refer into secondary care or request X-rays where needed.

In addition to the above role, I also manage the Nurse and Health Care Assistant team and assist in the training of Reception staff where necessary.

CQC Inspection and Report

We are pleased to announce that following our CQC inspection, which took place in November, we achieved a “Good” result in each of the categories with an overall rating of “Good”. You may have seen the posters in the surgery. You can find the report in full on our website:

www.thelodgesurgery.co.uk

We would like to thank the patients and members of our Patient Reference Group who took part in the inspection for their time and support.

Dr Julia Gnriss

We are delighted to welcome our ST2 Registrar, Dr Julia Gnriss, to Lodge Surgery for a period of six months. She will be available for appointments every day except Friday afternoons.

Friends & Family Survey

Like all GP practices we run the “Friends & Family” survey allowing patients the opportunity to give us feedback so that we can improve our services. The survey asks only 2 questions so please take a minute to complete a Friends & Family slip while you are here today or alternatively you can complete it electronically on our website:

www.thelodgesurgery.co.uk

Patients Who Do Not Attend

Thank you for attending your appointment today. Unfortunately we have over 100 appointments wasted every month by patients who do not turn up for their appointments – this is hours of clinical time lost that could have been offered to other patients. It’s easy to cancel:

- **Phone** us on 01249-479809 – 24 hours a day.
- **Email** us at enquiries.lodgesurgery@nhs.net
- **Online** via www.thelodgesurgery.co.uk if you have registered for online services.

Waiting For Your Appointment?

If your clinician is running late please bear in mind the variety of reasons for this:

- The appointment time is 10 minutes which includes calling the patient in, carrying out the consultation and examination and writing up the notes before seeing the next patient. Patients who have more than one problem they would like dealt with are reminded that they can book a double appointment.
- The clinician may have had to deal with an unexpected emergency.
- A particularly unwell patient may need extra time to discuss their condition or diagnosis.
- The clinician is not able to see another family member during a consultation as this leads to delays. Please book a separate appointment for each person.

We are sorry if you are kept waiting but please be patient. Remember that it may be you or a family member needing extra time on another occasion.