



## CMKMC Newsletter December 2024



This is the second of an occasional Newsletter to keep you up to date with what is happening at your surgery, which we hope will be useful. This is being prepared by the Patient Participation Group (PPG) in conjunction with the surgery staff.

We will try to address the issues that concern you most, as well as any new changes at the surgery

### APPOINTMENTS RUNNING LATE WITH THE DOCTOR

When you read the practice advice stating 'if you are late for your appointment you will need to rebook', do you think 'but what if the doctor/practitioner is running late'?

There's no single answer to why this happens and surgery staff, in order to maintain patient confidentiality, may be unable to tell you why. Late running appointments aren't ideal for ill or busy patients, or GPs.

#### Common reasons for lateness include:

- patients who have complex problems or raise another just as they are leaving
- patients who are in distress
- immediate admissions to hospital that need to be done there and then
- emergency/urgent interruptions at the surgery or from other healthcare providers e.g. A&E, social services. It could be your relative who is waiting to be treated
- a Nurse needs a doctor to see a patient immediately
- a GP is delayed due to a home visit. They try to inform receptionists if they're going to be late back to the surgery; a receptionist then informs people who are in the waiting rooms

#### What you can do to help

- arrive on time/a little early
- cancel unwanted appointments ideally at least 24 hours in advance
- understand that appointments are typically scheduled for a specific duration. Respecting this time helps ensure that the GP can see all patients in a timely manner.

### SOCIAL PRESCRIBING

GPs found they were spending considerable time with patients who had appointments to discuss social needs rather than medical needs, so the introduction of Social Prescribing Link Workers (SPLW) freed up time for the GP to concentrate on the health of the patient.

Referrals are made into the Social Prescribing team (currently 4 staff in this role) from GPs, Nurses, Reception teams. Self-referral is also available. This can be done in person, by phone or by completing the online triage form (under admin, rather than appointments). Once the referral has been received and assessed, it will be assigned to one of the Social Prescribers and they will make contact for an initial telephone assessment.

#### **The aim of the service is to:**

- Identify, signpost and follow upon social issues

- Help lower stress and anxiety
- Reduce isolation and loneliness
- Relieve housing, benefits and financial problems

**They can:**

- Provide advice on jobs, training and education
- Assist with financial problems, budgets and benefits
- Book patients into bespoke Citizens Advice clinics held within the GP Practice
- Link patients up with appropriate services in the community
- Link in with the Adult Social Care team at MK Council and support with housing

**The team will accept referrals for most patients, with just a few exceptions, which are:**

- Patient must be age 18 or over
- Palliative/End of Life patients (there are more specialised services in place)
- Dementia patients
- Mental health patients in crisis
- Anything deemed as urgent as they are not an urgent response team

The SPLWs have built up a large network of contacts within the local community and often refer patients to clubs, day centres, befriending services and other activities of interest.

They receive on average 10 new referrals each week and whilst some patients can be signposted quickly, other cases remain on their caseload for up to 12 weeks to ensure adequate support is provided.

They are fortunate to have many different roles that make up their team and they meet on a regular basis. This means they can refer the patient to colleagues if they have several needs.

The team is made up of Physiotherapists, Dietitian, Clinical Pharmacists, Mental Health Practitioner, Health Coaches, Paramedic and Community Nurse.

## SELF-REFERRAL SERVICES

There are some NHS health services you can access without needing an appointment with your GP. These are so-called Self-Referral services, and applying for them yourself could enable you to get help quicker and more easily than going through the surgery. Descriptions and contact details of the services available are included on the Surgery website, via the Services link at the top of the home page.

You can register for most of them online; in some cases, you refer yourself by phoning rather than using the internet. Just click on the service you think may be of help to you, and follow the instructions as appropriate.

## PATIENT PARTICIPATION GROUP

This is a group of patients who help to give patient views and ideas for improvements to the GP Practice, and may assist the practice in some of their activities. Patients are invited to join the group. Meetings are held 6-8 weekly at the surgery, currently on a Wednesday evening @ 6:30pm. If you are interested in hearing about the activities of the PPG but cannot/do not want to attend meetings please register your interest on the practice website, or via Reception, to receive newsletters and invitations to contribute to the group activities online.