

# ST ALBANS & NIRMALA NEWSLETTER

JULY 2023

**NHS**

Providing NHS services

## INTRODUCTION

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Welcome to our new quarterly patient newsletter. Through the newsletter, we will update you on latest news, services and provide you with healthcare tips.

In this first edition, we want to update you on our multi-disciplinary team, our approach to on the day appointments, the complaints process and relaunching our Patient Participation Group.

We hope that you find the newsletter informative and helpful.

The St Albans & Nirmala Team



## ON THE DAY APPOINTMENTS

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Around half of our appointments are reserved for 'on the day' or 'same day' emergency appointments.

When you ask for a same day appointment, our reception team will ask you a few questions about your illness. The receptionist will share this information with one of our GPs.

One of our GPs explains:

“When we receive your appointment request, a GP such as myself will look at the information provided by the receptionist and decide which member of our team you should see, and by when. Triaging requests allows us to book you an appointment with the right person at the right time. This helps to increase access for all patients.”

## YOUR APPOINTMENT

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Based on the outcome of the GP triage, you may be offered an appointment with one of our GPs, nurses, nurse practitioners, pharmacists, healthcare assistants or phlebotomists.

You may also be offered an appointment in either the St Albans or Nirmala site. When we offer you an appointment - this will be our next available appointment that suits your needs and so, it may be in a different site to where you are usually seen.







Of course, if you wish to be seen at a differing location to the appointment you are offered, just let our receptionist know and they will find you an alternative appointment.

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## MDT

We have a range of clinicians who can see and treat you. You may not always need to see a GP to help get the care that you need.

 <p><b>GP</b></p> <ul style="list-style-type: none"><li>• Medical assessment and management</li><li>• Long-term conditions</li><li>• Complex medical conditions</li><li>• Triage</li></ul>	 <p><b>Clinical Pharmacist</b></p> <ul style="list-style-type: none"><li>• Medication reviews</li><li>• Medication queries</li><li>• Hospital medication changes</li><li>• Minor illness</li><li>• Long term condition support</li></ul>
 <p><b>Advanced Nurse Practitioner</b></p> <ul style="list-style-type: none"><li>• Medical assessment and management</li><li>• Long-term conditions support</li><li>• Prescriber</li><li>• Minor illness</li></ul>	 <p><b>Practice Paramedic</b></p> <ul style="list-style-type: none"><li>• Minor illness e.g. coughs, colds, sore throats, urinary tract infections.</li><li>• Minor injury</li></ul>
 <p><b>Practice Nurse</b></p> <ul style="list-style-type: none"><li>• Medical assessment and management</li><li>• Long-term conditions support</li><li>• Complex medical conditions</li></ul>	 <p><b>Healthcare Assistant (HCA)</b></p> <ul style="list-style-type: none"><li>• Taking blood</li><li>• Vaccinations</li><li>• Blood Pressure checks</li><li>• Health checks</li></ul>

## COMPLAINTS

Your feedback is very important to us. We want you to let us know if you are unhappy or have a suggestion about how we can do things better.

We aim to resolve any concerns quickly, and if possible, at the time they arise. If your concern cannot be resolved immediately and if you wish to make a complaint, please visit our website to complete a complaint form so we can establish the issues in a timely manner.

In line with NHS policies, we will acknowledge your about your complaint within three working days and aim to resolve it within 40 working days.

We have a dedicated regional Complaints Manager who ensures that all complaints are thoroughly investigated and identifies what went wrong so that we can put learnings in place to ensure this doesn't happen again.

Please note, complaints are not added to your medical record and have no impact on any other care that you receive at the practice.

## JOIN OUR PPG

We are looking to relaunch our Patient Participation Group (PPG).

We want to improve communication between the practice and our patients, and to improvement our services based on the specific needs of our patients. Relaunching the PPG will help us to do this.

A PPG is a group of patients who work closely with the practice. The PPG meets for one hour, on a quarterly basis. During the PPG meetings, members of the PPG will be able to offer their patient perspective on services provided by the practice. The practice and the PPG will then agree on priority areas for improvement in our services and discuss ways in which we might be able to action these key areas.

If you would like to help make a real difference to the practice and can spare one hour per quarter – then please email [nnicb-nn.c84004@nhs.net](mailto:nnicb-nn.c84004@nhs.net) and quote FAO Luke to sign up.

We look forward to working with our PPG and will update all patients through this newsletter.