



**February 2020** - The start of 2020 brings positive changes at Marysville. We have just had our CQC inspection and await the result but no significant problems were found so we are hopeful for a rating of Good. We have recruited an URGENT CARE PRACTITIONER to help relieve GPs of same day appointments and also have a Clinical Pharmacist working with us for several months to help with repeat prescriptions and medication queries. In the admin team we have developed a workflow team (see p2) that will spend much of the week adding letters onto patient notes and ensuring these are properly coded and actioned within the practice. All of the above should free up GPs so that we can provide more routine appointments which are much needed due to the increase of patient numbers and work load. It should also enable you to see the same GP or Advanced Clinical Practitioner more easily for ongoing chronic problems, as well as hopefully retaining the GPs we do have and making working hours sustainable long term.

### **CLINICAL TEAM**

#### **GPs;**

Dr Visick –Principal GP  
 Dr Goodwin  
 Dr “Marta” Jackowiak  
 Dr Hine

Liz Starkie– ACP  
 Doug Blundred - UCP  
 Ruby Mughal - Clinical Pharmacist

#### **Nurses**

Diane Foster  
 Sarah Bailey  
 Beth Stevens  
 Hillary Davies

#### **HCA’s**

Anna Webb  
 Jane Cox



### **WHAT IS AN URGENT CARE PRACTITIONER?**

UCP is a role that has been created in the last few years to recognise that other health practitioners from other backgrounds can contribute greatly to a GP practice. Doug Blundred was originally a paramedic but was one of the first UCPs to be recruited by Shropdoc several years ago. In fact Dr Visick helped shape and introduce the UCP training when she was at that time Assistant Clinical Director at Shropdoc. Doug will be triaging/assessing most requests for same day appointments or phone calls and will work closely with the duty GP each day to ensure patients see the appropriate professional. We will also have some appointments available with GPs at short notice should the same GP be needed to follow up a patient with a complex problem. He will also be doing most of the home visits.



### **What is a Clinical Pharmacist**

We are lucky to have Ruby Mughal with us for at least 3 months in order so we can evaluate how much the addition of a Pharmacist will help the workload at Marysville. A Clinical Pharmacist is able to sign the majority of prescriptions, and also prescribe new items for example when requested by the hospital or where there is a clinical need. As well as reducing this workload for GPs and reception staff a pharmacist has even greater knowledge of medication preparations, interactions and has time to check and review your medication. This should improve safety. They can often do physical checks and carry out reviews of blood pressure, asthma and any other areas that they have been trained in so can be a very valuable member of the team.



**Now available at Marysville! What is it? - It is a facility that allows any patient to contact us, securely and safely, about a health issue, especially if you are unsure if you need to be seen or not and it can enable you to get a fast**

**reply or answer to a problem. Depending on the problem we will respond (usually within 24 hours) by either texting you, if a prescription/fit note has been done, contacting you by phone, or arranging for a telephone call or an appointment, if needed. The phones are very busy in the mornings especially and this is a convenient way for you to send your query or get in touch with us at ANYTIME of day.**



## Handling documents at Marysville— why we need a “Workflow Team”

Every day we receive in excess of 200 letters or documents . This includes:

- \* Reports from Shropdoc and 111
- \* Out patient letters— paper format and electronic
- \* Emails from clinics and community teams
- \* Summaries when patients have been in hospital
- \* Requests for tests and reports

These arrive in many formats and often we receive 2 or 3 copies of the same letter!

They then have to be added to the patients record but filed in such a way that we can see what it is and then easily find it again. We have to ensure that any actions needed from the letter are carried out and that it is seen by the person who needs to see it. GPs do not have time to read every letter and so we, like many practices, now have a system that filters these documents. GPs reading letters at 8pm are very likely to make errors. We are using an established “Workflow” system from Practice Unbound who provide training and help analyse this work. Already we are seeing better accuracy and safety of filing as well as reducing GP time.

## CHANGES

As well as a few more staffing changes you will start to notice some changes in the building - we will be using upstairs more than we have before so please do take care to note which waiting room you should be in (downstairs or upstairs) - reception will be able to tell you where you should wait.

In the next few weeks we will hopefully be having a brand new vinyl floor fitted from the main waiting room, up the main corridor and in most of the GP consulting rooms! We have been able to do this with an improvement grant awarded by the CCG. Please bear with us whilst this work is undertaken.



**Living Well with Cancer video launch**  
A brand new patient initiative aimed at helping people to live well with cancer. The Living Well With Cancer video will go live by the end of the month. The premiere on Friday 28<sup>th</sup> Feb will provide patients with the opportunity to hear more about the video. Limited tickets available, first come first served basis. Please RSVP to [sath.lwbc@nhs.net](mailto:sath.lwbc@nhs.net)



## Book Stall

We now have a book stall in the waiting room at Marysville with all proceeds going to The Shrewsbury Ark. We have a fairly “eclectic” collection already, in excellent condition, some are brand new! If you would like to buy a book please take your donation to the reception desk. There are three shelves - £1 minimum donation, £2 minimum donation and £3 minimum donation.

If you have any books, new or second hand, in good condition which you no longer want or need then please feel free to leave these with one of the receptionists. Just a few at a time would be much appreciated! Sue, our secretary, started this only two weeks ago and has already raised £20 for the Shrewsbury Ark, which his absolutely brilliant! Thanks for your support.