

Prescott Surgery Newsletter September 2023

Flu vaccinations

We are commencing our flu vaccination campaign this year from Saturday 23rd September. If you are eligible for an NHS flu jab, we will be contacting you over the next few weeks either by text message or by letter. If you receive a text message, there will be a link for you to book an appointment. If you are unsure if you are eligible, this link may be helpful:

<https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

We are not providing covid vaccinations this year as we have a temporary nursing shortage during this busy period but hope to be able to offer this from next year onwards.

If you have any questions about this, please contact our reception team on 01939 260210.

Premises

As many of you will know, new GP premises has been under consideration for many years but unfortunately this has not progressed due to funding constraints. We have been aware for some time that our current premises, which was last updated in 1990, is no longer adequate to provide the full range of primary services our patients should be able to access. Our list size has grown particularly in the last few years to 7500 patients, and we expect this to grow further still. This means we need more clinicians and so more rooms to see patients. We also need a significantly larger dispensary as our current one is cramped; we need more room for our administration team and a separate meeting room as we only have a room which functions as a kitchen, staff room, admin room and meeting room.

Within the last year, with the support of Baschurch Parish Council, we have invested in trying to solve our premises issue as we feel we have reached a point where the lack of space is having a significant impact on the services we can provide to you.

As you might expect given the current national economic conditions, there is little funding available for new GP premises and many practices throughout Shropshire and indeed nationally, are in a similar position to us. Despite this, we have been exploring the opportunity to relocate to another site in the village that has been earmarked for new GP premises. This is a complicated process and after due consideration, at this stage, the partners have decided that moving to this site is not financially feasible.

We are now seriously considering the alternative option of extending our current premises as this would be more financially viable. We are aware this could potentially have an impact on parking which is already challenging for patients and staff, so we need to work together with both the Parish Council and Shropshire Council to find a solution. We have meetings planned very soon with Shropshire & Telford Integrated Care Service and Shropshire Council to discuss this further.

Dispensary

We would like to sincerely apologise to all our patients for the ongoing difficulties you may have experienced over the last 12 months with ordering and collecting your medications. We are aware that our previous high level of service has slipped. There are multiple reasons for this and include a significant growth in our patient list size over a short period of time (we cannot control this), national shortages of many medications (which means our dispensing team are spending much more time trying to source medications for you), starting a delivery service and a dossett box service for our vulnerable patients (this takes up a significant amount of dispensers time preparing these), staff sickness and resignations and finally, losing an excellent practice manager who had a background in managing pharmacies in 2020.

Turning around the performance of our dispensary has been our main priority over the last 12 months and we have implemented many changes including an external consultant pharmacist's review of our service, recruiting new staff, using locum dispensers to support our team, weekend working to try to manage capacity issues, installing scanners to make the dispensing process more efficient, seeking external advice from our previous practice manager and main wholesaler manager and reviewing our processes to ensure we are dispensing safely.

We are currently in the process of recruiting new staff and will be appointing a new Dispensary Manager in the near future. We have made some real progress in the last few weeks and we believe that in the next couple of months, you should find a marked improvement in our service.

We ask that you please bear with us and importantly, please do not take your frustrations out on our staff- unfortunately a small number of patients have been verbally abusive. For the time being, please order your medications with at least 5 working days notice and any prescription requests will not be processed after 5pm until the following working day, or on weekends and bank holidays.

Patient Survey 2022-2023

The NHS GP practice survey results are now available online:

<https://gp-patient.co.uk/report?w=1&practicecode=M82023>

We have noted that overall, we are performing well when compared to other practices locally and nationally but have taken on board that we need to improve further in some key areas and of course, we will continue to strive to build on our overall performance.