

PRESCOTT SURGERY PATIENT NEWSLETTER

March/April 2024

Latest News from The Surgery – From Nick Storey, Business Manager and Jackie Jones, Chair, The Patient Participation Group.

Important News from your Patient Group (PPG)

The Patient Group would like to welcome Nick Storey back to Prescott Surgery as (part-time) Practice Business Manager. The Patient Group is looking forward to working with Nick and Jenni Green, Patient Services & Quality Lead, to continually review and improve patient services at the practice.

The Patient Group held its first meeting of 2024 during February. All face-to-face meetings are held at Baschurch Bowling Club. I would like to thank Mr Steve Kynaston and members of the committee for providing the use of the clubhouse for our meetings. We are very grateful for the use of the facilities from the club.

The patient group remain focused on the output of the patient survey and in particular the areas of access to appointments, the dispensary and the premises and car park. We are working closely with the practice to ensure these matters continue to receive high profile.

In our opinion the development of a **new surgery** is no quick fix. The patient group have been fully briefed regarding the current situation and the challenges faced by the practice including financial implications. Discussions remain ongoing with the Parish Council, Shropshire Council and Shropshire Telford and Wrekin NHS Integrated Care Board. We will encourage the practice management team to keep patients engaged and updated as soon as more information becomes available. In the meantime, please be assured that the GP partners, the practice management and the parish council all continue to work on this very important issue.

Jackie Jones, Chair - Prescott Surgery Patient Group

Important News from your Surgery

Leadership at the Practice (by Dr Guildford)

As part of a small restructure designed to improve and support Leadership and Management and ultimately, the service that is provided to patients, the partners have appointed **Nick Storey as Business Manager**. Nick was Practice Manager at Prescott Surgery from 2014 to 2020. Nick has appointed **Jenni Green as Patient Services and Quality Lead**, **Alison (Ali) Jones has been appointed as Reception and Admin Lead** and **Laura Bradley as Dispensary Manager**. Although Nick will only be working part-time, his previous experience as Practice Manager coupled with his background in Business and Customer Service Management will go a long way in helping to improve the patient experience.

Dispensary Update (by Nick Storey)

I have been working in the background with the partners since October on a plan to improve the Dispensary and recently met with the PPG to discuss the progress. Laura joined as Dispensary Manager in early December and the team have been focussing on key areas for immediate improvement. **The priority is to ensure that all medication is ready for collection with 5 working days of being ordered.** We are pleased with the progress that has been made and the number of these instances where patients have their medication dispensed while they wait, has been significantly reduced. One process relating to this that I have identified must be improved is in respect of **items that are out-**

of-stock at the time of dispensing and how these are added when they arrive back in stock.

Please be aware that if your repeat medication order includes a **controlled drug**, you will always be asked to wait or take a seat as controlled drugs can only be dispensed at the point of collection. This is mandated by law.

I will also be **reviewing the medication delivery service** which was introduced because of lockdown back in March 2020 and which was intended only to be a temporary patient service. The number of staffing hours that it uses is disproportionate to the number of patients who benefit. It is also very expensive to provide, and the costs are not funded by the NHS. To put it into perspective, if this weekly expense which currently benefits dozens of patients was re-invested in the dispensary, it would pay for an additional admin assistant who would be able to respond to queries received from hundreds of patients. I want to ensure that if we offer a delivery service in the long term, that it is fit for purpose and is cost effective.

You will have seen several new faces in the dispensary as I continue to strengthen the dispensing team. A recruitment plan to increase staffing has been in place since February 2023 but it has taken until now to achieve our plan. Regrettably, last year we lost Julie, Emma, Elaine, and Shirley. In addition to Laura, Kay joined in December, Imaani joined at the start of the year and Emma and Kim will be starting late in March. Sian has also been supporting the team on a temporary basis and will continue to do so until the end of March.

Finally, to improve communication, the noticeboard closest to the dispensary has been redesigned so that patients receive regular dispensary updates.

New Telephone System (by Nick Storey)

In the Spring a new telephone system will be introduced. The main benefit to patient service is that it will introduce an automated call-back feature. This means that if you were to call the practice at a busy time of the day e.g., at 08:30, the system will keep you in the queue and will call you back when your place in the queue rises to the top. You will not lose your place. The only difference is that you will not have to sit listening to background music.

Surgery Premises (by Nick Storey)

Discussions and meetings with representatives from Baschurch and other Parish Councils, Shropshire Council and Shropshire Telford and Wrekin NHS Integrated Care Board are ongoing. As previously stated by Jackie Jones earlier in this Newsletter as soon as more information becomes available, we will update the PPG and our patients.

Admin Team (by Nick Storey)

Melissa joined the admin/reception team In December 2023 and in the Spring, Nick will be working with Ali on a recruitment plan to further strengthen her team now that patient medical records have been digitised and we have a little more working space.

Nick Storey – Business Manager

Please do contact the surgery if you have a medical need during our opening hours, Monday to Friday 08.30am-6.00pm. If you have a non-urgent medical query during the evening and weekends that cannot wait until the surgery re-opens, please call 111, this service is available 24 hours.

If you have a medical emergency, please dial 999