

Total number of registered patients 7,483

AskMyGp requests 2,285

Face to face appointments 2,164

Appointments not attended 214

Prescription items dispensed 7,141

Flu vaccines our patients received 3,287

Covid Boosters Given at the Spilsby site 6,468

COVID CLINICS

As with the Flu clinics many of our staff have been busy helping at our PCN vaccination site in Spilsby (most in their own time too)

We are currently in the process of inviting those eligible for Covid boosters.

We will not be vaccinating the under 50's groups unless you are a vulnerable patient who falls into cohort 1-9. We will contact you if you are one of those people.

You can book as soon as you are notified by the NHS that you are eligible by visiting the NHS booking site or by calling 119.

Merton Lodge Surgery Newsletter

November 2021

AskMyGP & Surgery capacity

AskMyGp is an online service that our patients can access themselves to talk to us.

As a patient, you can use this service to talk to any of our departments or one of the clinicians.

How does it work ?

When a patient sends us their request , it is first seen by trained care navigators. All the requests come in to one place and they are delegated out to the various teams relevant to the request. A medication enquiry will be assigned to dispensary and a question about booking a blood test will go to reception and so on. Requests that may need a GP/clinician are also seen and allocated in the same way. We look out for symptoms that may mean the request is prioritised, **these are called 'red flag symptoms'**.

Sometimes more information may be requested to help with this process.

Why is the service not available all the time ?

Due to clinician shortage we have had to limit the service availability to try and manage the demand. The service is online from 8am until 12 noon Monday to Friday, but sometimes it will be off-line earlier than 12noon. This is likely because we have reached 'maximum capacity'. In this instance, capacity is the amount of patients a clinician can safely tend to in a day. So the point at which we reach capacity depends on how many clinicians are available that day and then how many requests come through for them. If your medical problem cannot wait for the service to resume the next day, please call reception.

What if you don't have the internet or you're not 'tech savvy' ?

Please don't worry, we hope that with more patients using the online platform, the phone lines will be more available for those who need to call us instead & when you call, the care navigator will manually put your request in the system for you.

What if you don't have a phone or the internet?

No problem, please come and fill a form in at the desk in reception and we will put the request on AskMyGp for you.



**Faster, easier access
to your GP surgery**

Rapid | Personal | Secure

Flu Vaccine update:

Despite delays with Flu Vaccine arriving due to logistical issues nationally, the surgery team are pleased to say that 3,287 of our

eligible patients are now vaccinated against Flu.

If you could not attend a clinic and are still needing your NHS flu vaccine, please let us know, we can take your details and then let you know if there are any future clinics arranged.

You can also have your NHS flu vaccine at the local chemists.

Cold and Flu season is here!

There are plenty of colds and viruses about at the moment but self-care can help you feel better and relieve some of your symptoms.

We do understand that symptoms of a cold can be quite unpleasant and some can make you feel really quite unwell but you can often treat a cold without seeing a GP.

You should begin to feel better in about 1 to 2 weeks, some can take longer to clear all your symptoms and some symptoms can last longer in children.

It is best to check that you have not contracted covid-19 by booking a PCR test at : www.gov.uk/get-coronavirus-test or call 119.

“I know it’s not Covid” is something we are hearing many times a day.

There is no way to tell if you have contracted covid-19 or not, unless you take a PCR test.

It simply cannot be ruled out for sure without a test.

Lateral flow tests are currently not advised for patients who have symptoms or are unwell.

Your pharmacist or local chemist can also help you with self care advice and there are a range of ‘over the counter’ remedies that can really help to ease symptoms such as coughs, sore throat, blocked nose, head ache and fever. Call your local chemist, or ask us about the community pharmacy scheme and we can refer you today!

GPs do not recommend antibiotics for colds because they will not relieve your symptoms or speed up your recovery and you may experience unwanted side effects on top of your viral symptoms.

Antibiotics are only effective against bacterial infections, and colds are caused by viruses.

Community Pharmacy Scheme

Your Pharmacy may be able to help and advise you, and we can refer you for a consultation with a qualified pharmacist local to you!

Please ask us about the community pharmacy scheme.

The community pharmacy is able to deal with many ailments that may have been previously dealt with by your GP . This service means that our clinicians are available to deal with more complex needs.

Your GP surgery and the 111 service can now refer patients directly to a qualified Pharmacist for a consultation to discuss your condition & treatment options. The Pharmacist is a highly trained medical professional who really can help with many conditions. Below is a list of some of those conditions:

Cold and flu symptoms	Headache	Cystitis	Mouth ulcers
Worms, ringworm and scabies	Migraine	Thrush	Sore throat
Conjunctivitis	Muscle pain	Acne	Skin rashes
Bunions & corns	Wounds	Spots & pimples	Athlete’s foot
Diarrhoea & Constipation	Hair loss	Cold sores	Verruca & warts
Earache & ear wax	Nappy rash	Bites & stings	Head Lice

FLU CLINICS



If you are still needing your flu jab and are eligible for an NHS vaccine, please contact the surgery so we can add you to our list and we can then contact you if we have further availability. You can also have your flu vaccine done at any local chemist free of charge if you are eligible for an NHS flu vaccine.

Merton Lodge Surgery Reception team are your
Care Navigators.

Please help them to help you.



Our GP Reception team are your

Care Navigators

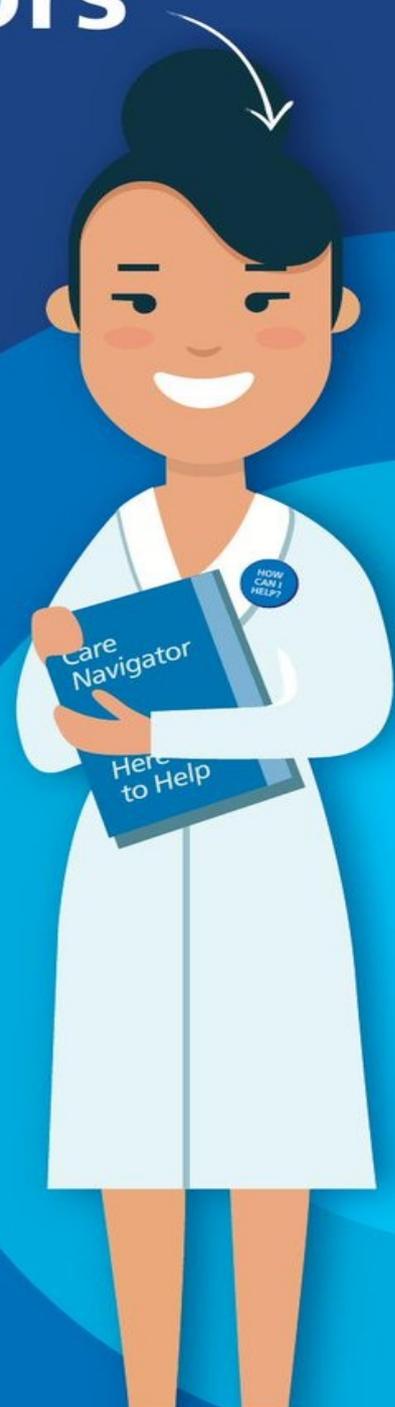
Specially trained to help you get
the right care from the right
healthcare professional

When booking your
appointment, we'll:

- ✓ Ask discreet questions about your needs in strict confidence
 - ✓ Book you an appointment with the right member of our team
 - ✓ Make sure you get the appropriate medical care
 - ✓ Help you to be seen more quickly
-

**HELP US
HELP YOU**

WHEN YOU NEED IT



Merton Lodge Surgery Staff

Care Navigators

What is a Care Navigator ?

A Care Navigator is a member of the team who is trained to signpost patients to the right care at the right time. They can spot potential **emergencies** and highlight possible **red flag symptoms** that may require urgent action. Our Care Navigator team have a wealth of experience and training and are here to help the clinical staff to do their job efficiently and to ensure the patient is on the correct path to the right care. The Care Navigator is trained to keep any information confidential and to provide a safe service.

What does a Care Navigator do?

When you make contact with the surgery for a medical problem, you will initially encounter a member of the Care Navigation team. This will be either on the phone, at the desk or on AskMyGp. They will take your details and they may request some further information to get a clearer picture of your medical problem. This will help the clinician to assess you and your condition.

What if I don't want to give details about my problem?

You will find that the team are compassionate, professional and caring but we do understand that some patients still find it difficult to talk to someone who is not their GP. To help with this, we offer several ways that you can make contact with us and get help. Here's how:

- You can submit your details securely online using AskMyGp. You can attach photos and documents on there too.
- You can call us, select the reception option and speak to the Care Navigator, they will ask a few questions. We know mornings are busy on the phone lines, please bare with us and do use online services if you can.
- You can attend the reception desk. We know the waiting area can be busy and not very confidential so we have a form you can fill in. This form mirrors the online or telephone questions that you would be asked.
- If you would prefer, we can book you a telephone consultation appointment with a GP/Clinician at the local hub. These are not usually the same day but normally within a few days.

Could you be a Care Navigator and Receptionist ?
We have a job vacancy, please read below!

Staff Vacancy

Receptionist & Care Navigator

As the surgery continues to be increasingly busy, we now require an additional Receptionist to join our Care Navigation & Reception team.

We are looking for someone who can handle pressure in a fast-paced environment, while maintaining composure and professionalism in difficult situations.

The position covers general administrative duties such as call handling, e-mails, and helping with patient enquiries.

A large part of the role is Care Navigation, which is a challenging aspect of the role that requires the handling of sensitive and highly confidential information. You need to work at a good pace, be organised and confident in multitasking. Full training and support will be given, although previous experience is not necessary it would be advantageous.

We use multiple computer software programmes and online platforms, so we are looking for someone who is confident with IT and has good computer skills.

The post is part-time: 21.5 hours per week over 3 days plus cover for annual leave / sickness etc.

To further discuss this role, or to apply for the position please send your CV and covering letter to amy.denman@nhs.net
We hope to fill this post as soon as possible so if you think you would like to join our team - please get in touch!

