



Monkfield Medical Practice

16th April 2019

Dear PPG Members,

RE: Practice update

It has been sometime since our last meeting, so I thought I would write to provide you with an update.

The PPG Chair Bryan Ward has been unable to organise and chair a meeting due to current poor health. If anyone would like to temporarily take on this position, please do let him know on cambourneppg@gmail.com.

There has been much happening at the Practice and I highlight a few key areas of work to you as follows:

Staffing



Dr Jackie Koo - You will have hopefully read on one of our communications that GP Partner Dr Jackie Koo formally left the Practice on 31st March. She currently remains working as a Locum GP for us, until her and her family are ready to emigrate to Perth, Australia.

She has asked as many people as possible to leave some memories and messages in a book held at reception and also invites all her patients to attend a celebration leaving even being held at the **Hub on Friday 31st May 7-9pm**.



We are very pleased to have recruited two new GPs to the Practice.

Dr Madeleine Lameris joined us from Lakeside Cedar House Surgery, Saint Neots. She brings experience and specialises in family planning and medical education.

Dr Amber Ali has also joined us since qualifying in General Practice in September and is specialising in Diabetes.

We continue to seek to fill our remaining vacancy and hope to have a further announcement very soon with the aim of reducing use of locum GPs, and building a cohesive multidisciplinary team who can provide quality safe care to our patients.

We also continue to manage some internal moves and transition of staff.



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Services



We are so pleased to announce with Dr Lameris joining we are able to offer our female patients a contraception clinic again. This is for the insertion/removal of coils and implants for contraceptive purposes or to manage problems with periods. This has been a service greatly missed over the last year and one in great demand.



As you will be aware, there are planned road works throughout Cambourne, which at some point will affect the roads giving you direct access to the surgery. We anticipate being given plenty of warning of the exact dates in order to communicate this with our patients and prevent any interruption to our service delivery.

Technology



Monkfield Medical Practice would like to invite you to join DoctorLink. We have been looking at how we can improve access to Practice services; DoctorLink is our new online service where you can access advice and appointments on line. Registration is simple and you can register here: <https://app.doctorlink.com/monkfieldmp/register>

For appointments, we ask that you undertake a symptom assessment through DoctorLink. The symptom checker will ask you a number of questions to help to identify your problem. The outcome of your assessment will direct you to the right treatment, whether emergency care, your GP, nurse or self-care. If your outcome indicates that an appointment is required, you simply click on the request appointment link.

Once the request has been submitted, you will then be contacted by the Practice Team, to arrange an appointment within the identified timeframe (as outlined in the outcome of your symptom checker).

The information you provide will be shared with our clinical team (where appropriate) and will assist in providing robust information of your problem to the required clinical team member prior to your appointment.



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You can even download the App:



The Practice has invested in a Website upgrade, to help us be more interactive with our patients. We are looking to provide to health information, support and access to all our patient forms, policies and processes to enable patients to be more self-sufficient. We have transferred the data from our previous site and are currently updating and creating new areas. Please see:

www.monkfieldpractice.co.uk



Led by Dr Cowee, staff members and their families entered a number of 3K, 5K and 10K races and successfully raised funds AND generous donations from our patients the MMP Partners to purchase a Public Access Defibrillator (PAD). This is now located on the external wall of the Library/Health Centre building, and accessible to the community in the event of an emergency. The Defibrillator is be linked up to the Ambulance services and a code to access the machine will be given upon dialling 999 and advising of the location. The Defib intelligently guides a rescuer through the resuscitation procedure with large clear illuminated instructions and calm voice prompts giving guidance at every step.



PATIENT MESSAGING SERVICES The Practice has again invested in a piece of software that allows two-way interactive communication. We are currently using the appointment cancellation service and the Friends and Family Questionnaire service, and are developing the health campaign tool. The system will be a great way of capturing data we are required to act upon such as smoking status. It will support the annual flu campaign as we will be able to receive consent or decline notifications direct into patient notes. It is vital that we try to ensure we have up to date mobile numbers for as many patients as possible to truly benefit from this.



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GP Contract Changes

The BMA and NHS England have announced details of a five-year contract, described as the 'most significant' contract changes in 15 years. Highlighted below are the key ones relevant.

Funding - The deal provides the Practice with the opportunity received an increase of funding over five years.

The biggest change will see the formation of primary care networks, which all GP practices will be expected to join by July this year and deliver on the employment of a shared resource such as a social prescribing worker and a clinical pharmacist. MMP have had confidential discussions with a number of local GP Surgeries and continue to work on what is best for our patients.

There will be a 2% uplift for GP and staff pay and expenses, an adjustment for state-backed GP indemnity and an increase in the value of provision of some vaccinations to bring them all up to £10.06.

There is an allocation of funding to help cover the costs associated with subject access requests now practices have to provide them for free under the GDPR and also funding for practices to make appointments available to NHS111.

Technology - Practices will be expected to make 25% of appointments bookable online from July 2019. All new patients should have access to their digital records as standard from April 2019. All patients should be able to order repeat prescriptions electronically from April 2019. From April 2019 NHS 111 will begin direct booking in to practice appointments. Practices will be expected to make one appointment per 3,000 patients available each day for this. NHS111 will only book the appointment after triage.

From April 2020 all practices should provide online consultations - further guidance will be made available on this. All patients will have a right to online and video consultations from April 2021.

From April 2020 all patients should have online access to their full record, including the ability to add their own information and be able to access online correspondence.

From April 2020 practices should no longer use fax machines for NHS work or patient correspondence.



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Practices will be expected to ensure that data relating to activity, capacity and waiting times is accurately recorded so that it can be captured by NHS England. NHS England will develop a new measurement of patient reported satisfaction with access and data will be published by 2021.



Expansion of Cambourne

The Practice continues to liaise with the Council, NHS and CCG over the Health Provision to West Cambourne to ensure it meets the needs of both current and new patients and updates on this will be provided when appropriate.

The Practice is approaching full capacity with the current demand and will be exploring the need to expand.

Should you have any questions relating to any of these updates given, please do let me know.

Yours sincerely

Practice Manager