

Coleridge Medical Centre

Spring Newsletter

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Improvements to Services in 2023

General practice is often the first point of contact for many people with health concerns, and we work hard to ensure our patient's needs are being met and that they are offered the most appropriate appointment to suit their medical needs. Coleridge Medical Centre is continuously striving to improve the care of the local population. We have made several changes in the practice over the last year to help improve access and patient experience.

We have increased the

number of face-to-face GP appointments offered to our patients. We offered 939 more GP face-to-face appointments in January 2023 than we did in comparison to January 2022. Some of this increase is as a result of making changes to some of the measures put in place during the pandemic, but the majority of additional appointments are due to changes we have made in the way we structure GP and nurse appointments.

We have recently

implemented a new, comprehensive signposting tool that enables our Medical Administrators to guide patients to the most appropriate local service or clinician for their needs. This might be the pharmacy for conditions such as colds, or head lice; the physiotherapy team for conditions such as back pain or ankle pain, or community services such as the Devon Sexual Health Clinic.

This improved method will take into account the healthcare concerns that are best treated by

a GP, advanced nurse practitioner, or nurse and determine the type of appointment and timeframe that is most suitable. This system will not only help patients get to the right person or service, but it also releases clinical time for us to consult appropriately with the patients who need our services.

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Services for D/deaf or Hard of Hearing Patients

The practice has put measures in place to ensure D/deaf or hard of hearing patients' appointments are suitable for their needs.

We have a hearing loop at the front desk for general enquiries, and a portable hearing loop which the clinician can have set up in their room in time for an appointment.

Our Medical

Administrators are able to book British Sign Language and Makaton interpreters for both face-to-face and telephone consultations. Please inform our reception team if you would like this service.

Clinicians can also utilise video calls and text messaging in their consultations if this is the preferred method of communication.

A free, regulated service is available for any person who is deaf, has hearing loss, has impaired speech or finds it difficult to communicate over the phone. This service is called Relay UK and can be used to arranged GP and hospital appointments by connecting the user to a relay assistant. They can type what the caller is saying so the patient can read the response if

they can't hear, or the assistant can read out the patient's written response to the caller if the patient cannot speak. To find out more about this service, please visit www.relayuk.bt.com

If you would like to discuss any of these options to improve your patient experience, please contact one of our team who will be more than willing to assist you.

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Improvements to Services in 2023 (continued)

We, and our stakeholders, would like to see improved continuity of care as seeing the same doctors makes for more efficient and effective management of long-term conditions and ongoing health needs. For some years now, patients have been registered with the practice and assigned a GP Partner (either Drs Dilley, Kerr, Gurney, or Nelson) who has overall responsibility for overseeing care. To establish effective continuity of care around groups of patients (approx. 4 000 patients per

group), all GPs will be working in a designated group with one of the 4 Partners. We hope this system will enable us to improve care with our patients. We ask patients to consult with the doctors in their group wherever possible, or to do their best to maintain a relationship with one doctor—regardless of which group they're in. A list of these groups can be found on the next page.

Please be aware that our on-the-day triage list is only for

conditions that require urgent medical assessment. To provide an accessible service for those with deteriorating or urgent health needs we are not able to book non-urgent conditions into these appointments.

Thank you for your continued patience and understanding while we make changes to improve access to the practice, and a better experience for both patients and staff.

- The Partners

Friends and Family Test

The NHS Friends and Family Test gives all people who use NHS services, including their parents, carers or other relatives, the opportunity to have their say about the service they use.

After your appointment has finished you may be invited via text message to complete the Friends and Family Test. If you'd

like to provide feedback while you're still in the practice, feedback forms are available from the front desk. There is also an opportunity to complete the FFT via our website.

Your feedback provides valuable information for the service to celebrate positive feedback and identify opportunities to make

improvements.

Around 9 out of 10 patients give positive feedback about NHS services when completing the FFT. This lets staff know that their efforts have been appreciated. Information about what could have been done better is used to continuously improve services.

Coleridge Wins Top Award

Coleridge Medical Centre was recently awarded the University of Exeter, College of Medicine and Health's 'Excellence and Innovation in Clinical Teaching Team Award for GP Practices'. We are incredibly honoured to have been acknowledged for the outstanding efforts of the entire team in training future doctors.

We have always been proud of

being a training practice, and we will certainly cherish this award for many years to come.

Thank you to the many patients who kindly accept medical students in their consultations, and for being a big part of the training we provide.



March 2023

GP Patient Groups

All patients are registered with one of the four Partners—Dr Dilley, Dr Kerr, Dr Gurney and Dr Nelson—who oversee the care of the patients in their lists. To promote better continuity of care, the Partners are supported in overseeing the care of the patients in their lists by a number of GPs.

There are three GP Patient Groups. Two groups are led by one Partner each, and the third group is led by two Partners. Each group has a support team

of up to three additional GPs. This means that there will always be at least one GP from each group in the practice every day.

We kindly encourage patients to consult with any doctor in the group led by their registered GP, as this will improve the continuity of your care and build lasting relationships with GPs who oversee your health.

Please see the following table for more information on the GPs in each group.

<u>GP Patient Group 1</u>
Dr Dilley, Dr Hudson, Dr Freyne, Dr Sanders, Dr Caswell, Dr Olsen
<u>GP Patient Group 2</u>
Dr Kerr, Dr Lort, Dr Jones, Dr Knight
<u>GP Patient Group 3</u>
Dr Gurney, Dr Nelson, Dr Werhun, Dr Fletcher, Dr Bates

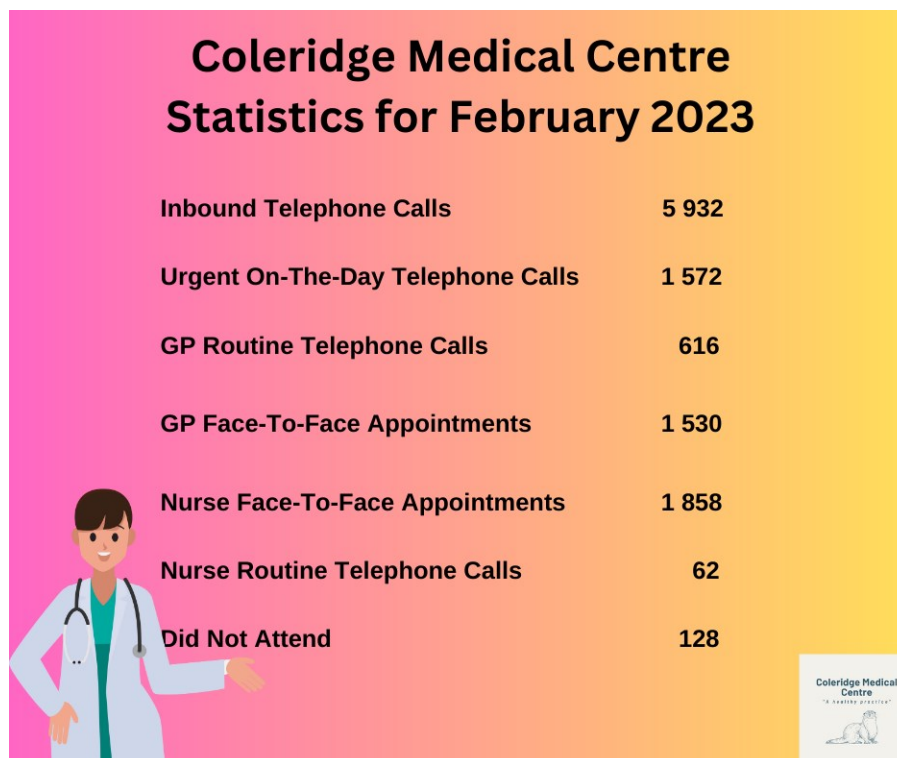
Missed Appointments

We know that life is busy and may not always be in our control, however if you are able to let us know when you cannot attend

an appointment, this will ensure that someone else in need of an appointment can get one sooner.

Our 24-hour automated telephone

service allows patients to check, book and cancel appointments any time of the day or night.





**Easter Bank Holiday
Opening Hours**

Thursday 6th April - **OPEN**
 Friday 7th April - **CLOSED**
 Saturday 8th April - **CLOSED**
 Sunday 9th April - **CLOSED**
 Monday 10th April - **CLOSED**
 Tuesday 11th April - **OPEN**

In an **EMERGENCY** please dial 999.
 If you have an **URGENT** medical need please dial 111.
 For medical advice please dial 111.

Coleridge Medical
Centre
"a health practice"

Working Patterns of our GPs

<u>Dr Chris Dilley</u> Tues * Weds * Thurs	<u>Dr Simon Kerr</u> Mon * Tues * Fri
<u>Dr Katharine Gurney</u> Tues * Thurs	<u>Dr Juliet Nelson</u> Mon * Tues
<u>Dr Sarah Fletcher</u> Mon (AM) * Tues (AM) * Weds * Thurs (AM)	<u>Dr Sally Caswell</u> Weds * Thurs * Fri (AM)
<u>Dr Louise Knight</u> Mon * Tues	<u>Dr Alex Werhun</u> Mon * Weds * Fri
<u>Dr Angharad Jones</u> Tues * Weds * Thurs (AM)	<u>Dr Catherine Bates</u> Weds * Thurs
<u>Dr Susanna Olsen</u> Out of practice until Autumn 2023	<u>Dr Sarah Lort</u> Weds * Thurs * Fri
<u>Dr Lucy Freyne</u> Out of practice until 2024	<u>Dr John Hudson</u> Mon * Weds * Thurs (AM)
<u>Dr Harriet Robert</u> Tues * Weds * Thurs	<u>Dr Nada Khan</u> Weds (AM) * Thurs