

KELSALL MEDICAL CENTRE



August newsletter 2024 - Page 1

RSV clinic - Over the next few months we will be inviting patients to attend the Practice for their RSV vaccine. This vaccine protects you from serious respiratory illness. You will be eligible if you turn 75 years of age on or after 1st September or you are already aged 75-79 years of age on 1st September. You do not need to contact the surgery.



In this issue

Meet Keli! What does a wellbeing Coordinator do?

What is the PPG?

RSV clinic - coming soon!

Flu clinic - coming soon with a Health and Wellbeing event!

Meet some of our new team members!

Meet Keli! Keli is our Wellbeing Coordinator based here at Kelsall Medical Centre on Mondays, Wednesdays, and Thursdays.

What does Wellbeing coordinator do?

If you are over 18 years of age and have more than one medical condition Keli can help with a wide range of social, emotional, mental, physical, and practical needs to improve your health and sense of wellbeing.

These can include (non-clinical) help with social isolation, housing, employment, benefits, debt advice, weight management, disability badges etc.

You will be able to book an appointment to see her by getting a referral from a GP, Nurse or by contacting reception.

KELSALL MEDICAL CENTRE



August newsletter 2024 - page 2

The Wellbeing Hub will be open on Saturday 5th October.

In addition, come along and meet people from from the various groups and activities based there.

Come along and find out more!

Flu clinic - We will be inviting eligible patients to attend our flu clinic on Saturday 5th October. You do not need to contact the surgery.
You will be eligible if you are 65 years of age or older.
Have certain long term health conditions.
You are pregnant.



Meet Michelle!

My name is Michelle and I work in the administration department. I have 15 years' experience as an administration assistant. I started working at Kelsall Medical Practice in March and I am loving my role here, the staff and the patients are all so kind. I love the fact that I still get to speak to patients and that the job is so varied. I enjoy walking and have 2 dogs and 3 house rabbits !
Welcome to the team Michelle!

Meet Helen! You may have already seen Helen on our front desk here at Kelsall Medical Centre in her role as receptionist helping you. An opportunity arose to be trained as a phlebotomist and Helen jumped at the opportunity to learn a new skill to help our patients here.

Congratulations Helen!



KELSALL MEDICAL CENTRE



August newsletter 2024 - page 3

Meet Anita! You may have met Anita on our front desk here at Kelsall Medical Centre in her role as receptionist helping you. Along with Helen, Anita has recently trained and passed her exam as a phlebotomist giving us the opportunity to offer you more availability for your blood appointments

Congratulations Anita!



Surgery Appointments

Please let us know if you are not able to attend your appointment. We appreciate things can

crop up and you may not be able to come in or take your phone call but if we can reduce this figure it will increase the availability for other patients.

We had 50 missed appointments in July which not only meant that other patients couldn't get an appointment but also had a cost to the NHS of £1,500!

You can cancel your appointment by:

Telephone: 01829 751252 or

Email: cmicb-

cheshire.kelsall.medicalcentre@nhs.net

Thank you.



DID YOU KNOW?

50 patients did not attend and didn't cancel in July.



KELSALL MEDICAL CENTRE

August newsletter 2024 - page 4

Year 4 Student Doctor Placements from Manchester Metropolitan University

As we approach another year of hosting Trainee placements at the practice, we were delighted to be informed that we have been awarded the Year 4 Gold Certificate. The grading is based on feedback from the students who attended here during 2023/24. The Practice scored an impressive 4.99 out of 5 with the average rating overall of training practices in the area being 4.79.

Amongst the comments from our Year 4 students were:-

Responses to the statement: Please comment on anything that was particularly good about this placement (including the supervisor, learning environment, support staff, etc)
This placement was an amazing experience. I had the opportunity to see patients in my own clinic everyday which was an invaluable experience for my learning. The doctors were all very willing to teach and did teaching all the time whenever the conditions/presentations came up. The staff were all very friendly and made me feel very welcome. I thoroughly enjoyed this placement and it was a great experience for my learning.

Felt very included at the practice

Everyone here is super friendly and very welcoming, I really enjoyed my time here
The learning environment was incredibly supportive. The teaching was incredible and the whole team were invested in my comfort and learning.

amazing doctors great teaching and friendly learning environment

Great placement, everyone was really lovely and helpful. Orientated well at the start of the placement, lots of opportunities to practice clinical skills, doctors and staff very keen to teach

Responses to the statement: Please comment on anything that could be done to improve this placement (including the supervisor, learning environment, support staff, etc)

No comments received

We look forward to welcoming our next cohort of students from 10th September 2024.

KELSALL MEDICAL CENTRE



August newsletter 2024 - page 5

Have you ever wondered what goes on behind the scenes at Kelsall Medical Centre?

Over the next few weeks we will be bringing you a series of "A day in the life of", so that you can see what goes on in each department of your very busy Surgery.

Today's "Day in the life of" is about our Dispensing team. They are kept very busy!

If you have any queries in regards to collecting your medication once it has been ordered or when it will be ready please contact them directly.

You can call the Dispensing team directly on 01829 751252 press option 4 (between 1-2pm). They will be happy to help you.

A Day in the life of our Dispensary Team

Kelsall Medical Centre dispensary helps provide both long-term and acute medications for over 2000 patients at the surgery. The services of the dispensary are offered to those patients who live over a 1 mile radius from any pharmacy. Any patient who lives under 1 mile from a pharmacy, can choose a designated pharmacy to be dispensed to but this can not be carried out by the dispensary.

The dispensary team is made up of Melissa (Dispensary manager) Donna (Dispenser), Nuala (Dispenser), and Georgia (Trainee dispenser). They work closely with the pharmacists, GPs, and local chemists to ensure Kelsall Medical Centre patients are getting the best possible care.

They are open for patients to pick up prescriptions between the hours of 9-6:30.

Closing for an hour at lunch from 1-2 pm.

The dispensary staff start their day at 8:30am, setting up their online ordering systems & recording fridge temperatures. They answer any emails, check for any possible drug recalls, medical safety alerts that need actioning and look at any tasks the doctors may have sent through the night prior. Over the course of the month the dispensary team can receive over 400 tasks.

KELSALL MEDICAL CENTRE



August newsletter 2024 - page 6

Once the window opens at 9 am, the staff begin dispensing prescriptions. The process of dispensing a prescription includes working through a dispensing queue, printing off both a prescription and labels, checking the accuracy of the prescription ensuring all legal requirements are met, then finding the drug on the stock shelves and labelling up ready to be checked. If this item is not stocked on their shelves, they then have to look through one of their wholesalers to try and purchase this stock bearing in mind drug tariff prices and stock issues. Once a medication is dispensed, it is required to be checked by another trained member of staff to verify the prescription is accurate. After the checks are completed, the Dispensary team then have to bag up these items, store them away in the allocated drawers and file the prescription. They also have to send out a text message informing patients of when their medication will be ready to collect.

During the day, the dispensary has six deliveries of medications. These deliveries can range from a couple of items to a couple hundred items. After the deliveries arrive, the dispensary staff will check all medications are accounted for, and then complete the dispensing process for any outstanding prescriptions. These deliveries will include replenished stock. Dispensary staff sweep their shelves 3 times a week, ensuring stock is ordered to replenish shelves. All stock needs to be checked and placed on the shelves in stock rotation.

From 1-2 pm, the dispensary is closed to allow time to catch up with administrative work. However, if you have any questions about your prescription the telephone line is open and they are always happy to take your calls. Usually, the dispensary averages about five calls over the hour.

Currently, chemists and dispensaries all over the UK are facing medication shortages which is adding extreme pressures.

Kelsall Medical Centre is seeing this firsthand and working hard to make sure patients are getting their prescriptions. This is why the decision was made to extend their prescription turnaround time frame to 4 working days to allow time for these pressures. If you have a routine prescription, please order it a week before your current prescription runs out. This will allow a greater chance of your prescription being ready in time.

KELSALL MEDICAL CENTRE



August newsletter 2024 - page 7

During the week, the dispensary fills 460 prescriptions containing 960 items. Monday being the busiest day for patients ordering medications and Friday is usually the busiest day for patients picking up prescriptions. The Dispensary has the bulk of their prescription requests in the morning and this is reflected in the hours they ask you to collect your prescriptions. Please keep this in mind when coming to collect prescriptions as it may be a slightly longer wait.

Through out the year Dispensary staff carry out approximately 200-250 drug reviews (approximately 20 a month) on patients to ensure they understand why they are using their medication(s) and to assess whether or not further support or knowledge is needed for their patients. They then refer those that need it back to either the pharmacy team, including the clinical pharmacist or a GP.

The Dispensary team organise and arrange deliveries weekly for select dispensing patients on Kelsall medical centres housebound register. They run their delivery service 3 out of 4 weeks a month, covering the Barrow, Ashton and Delamere area(s). The Dispensary team also offer a weekly service of making up blister packs for highly vulnerable and pre-agreed dispensing patients. This is separate to dispensing medication as the team have to check these items against a MAR sheet they have previously created, organise and dispense the patients medication into daily and time specific slots and then have a separate individual check and seal these boxes ready for the patients to collect. They monitor blister packs closely and liaise with the pharmacy and GP teams to ensure changes are dealt with efficiently.

Other admin jobs include; fortnightly controlled drug counts, destruction of expired controlled drugs alongside a registered GP, monthly counting and endorsing of all dispensed prescriptions.

Dealing with daily stock shortage protocols (SSP) and sourcing and securing medication changes for patients when stock issues arise.





Kelsall Patient Participation Group

ANYONE WHO IS A PATIENT OF KELSALL MEDICAL CENTRE CAN JOIN THE PATIENT PARTICIPATION GROUP AND COME ALONG TO MEETINGS.

IF YOU WOULD LIKE TO KNOW MORE ABOUT KELSALL PPG OR WOULD LIKE TO JOIN THE PPG GROUP THEN PLEASE CONTACT US ON:

kelsallppg@outlook.com

OUR AIMS:

To encourage a positive relationship between the patients and the Surgery staff, both medical and administrative.

To have a voice for the patients in the Practice.

To be realistic about what you can achieve and to look for small changes that can make a real difference.

To work constructively and positively to help identify solutions and to work in partnership with the Practice and other local organisations.

Carry out research to find out what matters to patients and discussing the findings with the Practice.

To encourage patients to engage in their own healthcare. To this end it would be wonderful if in the future, the group felt able to:

Organise information sessions on medical and related topics of interest to patients.

Help with the organisation of self-help groups.

Help raise funds for the purchase of extra equipment requested by the professional medical team.

FOR MORE INFORMATION, VISIT OUR WEBSITE:

www.kelsallppg.com