

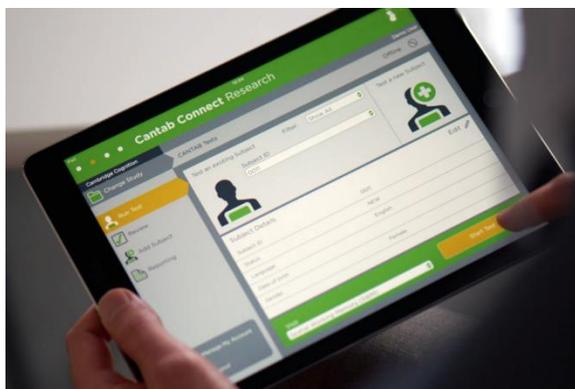


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## Are you worried about your memory?

We are now offering a new memory assessment service. The assessment uses an iPad system developed by Cambridge University, and combines assessment of Memory, Mood and whether there has been any deterioration in ability to enjoy daily activities.



The assessment uses an iPad system

Early diagnosis helps us to link patients to information and support services, and also to put in place care plans.

It is important to point out that these tests are not for the diagnosis of dementia. If assessment indicates further investigation is required, the GP will assess whether a referral to the memory clinic is appropriate.

If you or a loved one is aged between 50 -90 and worried about memory loss you are welcome to book

into one of our clinics run by our HCA, Ana. Please ask at Reception.

**Ana Kneller**

## Goldington renovations and update

The Goldington Road branch of the group has undergone a number of changes in the past few months. We have completely refurbished the meeting room on the second floor and turned it into the base for our Prescription team. All prescriptions are dealt with by this team, regardless of which branch the patient leaves the prescription with. The teams from Pemberley and De Parys relocated on the 22nd May 2019. Our Clinical Pharmacist has also moved to Goldington Road to work closely with the Prescription team.



Renovations and relocation of Staff

At the end of May we closed the corridor and consulting rooms on the ground floor to enable us to have essential repair work carried out to the building.

This work lasted just under three weeks and consisted of replacing the ceiling in the corridor and in Room (4). Walls were skimmed in various downstairs consulting rooms and the corridor, together with a much needed coat of paint. We also replaced the lighting in the corridor which, together with all of the other work has really helped to enhance the overall appearance.

On the 1st July 2019 we relocated the Medical Secretary teams from Pemberley and De Parys into

Goldington Road. Prior to the move, two rooms on the first floor were completely refurbished, with new desks, chairs, lighting and flooring in readiness for the arrival of the team. This move has given the team a quiet environment in which to work, and the ability to work closely with and cover for their colleagues when required.

Our GP support team have moved within Goldington Road and are now in the office at the front of the building next to our Patient Support Team (previously known as our Reception Team). This will allow for easy interaction with the Patient Support Team and GP's, together with a more comfortable environment in which to work. This office will also be refurbished at a date to be confirmed.

**Angela Sloan**

## Bromham

The patient engagement process for the proposed relocation of Bromham Surgery has now ended, and the results are being analysed. The feedback provided will contribute to the decision-making process led by Bedfordshire Clinical Commissioning Group. We hope to have further information in our next newsletter.

**Carolyn Boyd**

## New partner, GPs, MIN and PN

From the beginning of May we've recruited six new clinicians who will work primarily out of specific branches. We welcome:

**Dr Eden Mahachi**, Goldington branch, Tuesday to Friday.

**Dr Safia Tariq** Goldington branch, on Monday to Wednesday.

**Dr Maryam Tahmasebi**, De Parys branch, all week except Tuesday.

**Dr Saima Abassi**, Pemberley branch on Tuesday and Friday.

**Minor Illness Nurse, Ellen Clegg**, Goldington branch all week except Wednesday.

**Practice Nurse, Georgina Vickerstaff**, Goldington branch all week except Thursday.

Some of you may already be familiar with Dr Eden Mahchi, who has worked with the Group as a locum. He now joins the Group as a Partner.

**Janet Griffin**

**Gentle reminder - you can now order your repeat prescription 14 days in advance**

## NHS App

Good News! The De Parys Group is now able to offer access to a range of services through the NHS App. This is a new, simple and secure way to access services on your smartphone or tablet.

*Use the NHS App to:*

- *Check your symptoms*
- *Find out what to do when you need help urgently*
- *Book and manage appointments at the surgery*
- *Order repeat prescriptions*
- *Register to be an organ donor*
- *Choose how the NHS uses your data*

The NHS App is available to download from the App Store and Google Play. You can register securely to use the App without having to come into the surgery or request a password – try it now!

## Sameday access Centre



We are expecting a decision from NHS England this summer to finalise plans for the Sameday Access Centre at the side of Gilbert Hitchcock House (on the Health Village site). This will be our local centre for our out emergency duty team and patients needing to be seen on the same day will be direct here once open. This will relieve pressure on the town centre

branches, and will provide far superior facilities for patients - including no stairs! If all goes to plan the Centre should be ready to use in September.

**Carolyn Boyd**

## Working together with mental health services

We are working closely with local mental health services to create surgery-based access to a range of services and closer joint working between GPs and mental health specialists.

We have identified mental health as our priority development and we aim to:

- Bring patient care closer to home, supporting the entire patient, including their mental health in a collaborative way
- Create equally of access to mental health care (compared with physical ill health)
- Significantly improve the experience of young people who are changing from childrens' services to adult services
- Support people in crisis more effectively
- Focus more on prevention

**Carolyn Boyd**

## The role of our receptionists

The receptionist's role is often misunderstood by patients. They are often portrayed as purposefully trying to delay access to healthcare, or trying to deal with patients' problems without having the necessary qualification or authority.

This is an understandable misconception, as patients can often mistake the short supply of appointments for a receptionist being difficult. Patients also often object to being asked what their health problems is by a receptionist, as they would rather talk to a doctor or nurse.

The role of the modern surgery is complex. Receptionist is actually a poor description of their role. Meeting and greeting patients is part of their role. However, this is the tip of the iceberg. Their role includes:

- dealing with patient request for appointments
- test results

- home visits
- prescriptions registrations
- problem solving
- handling doctors' and nurses' telephone enquiries
- finding out information they need to help patients
- contacting people on patient behalf

### ***So why do receptionists ask about your health problem when you request an appointment?***

It is part of the essential process of making sure that the most appropriate appointment can be made for you. As with all surgeries, demand for appointments out weights supply, so to ensure the right people get the right care at the right time, these questions are really essential. The receptionist can help you access the healthcare you need, which might not be a doctor's appointment.

We have specialist nurses, physiotherapist, primary mental health worker, pharmacist and others who may be able to provide appropriate care sooner. The receptionist also needs enough information to assess whether your problem is urgent in order to ensure you have quicker access to a doctor.

## Electronic Prescriptions



De Parys has now introduced electronic prescribing. This means that we can send your prescription directly to your

nominated pharmacy, and you can collect your medications straight from the pharmacy.

### **1 How does it work?**

If you collect your repeat prescriptions from the surgery you can now nominate a pharmacy and your GP will send it electronically to them. You can then collect your medications directly from the pharmacy. You continue to request your medications from us in the usual way:

Online – if you have not signed up please ask at reception

By dropping your request into the box at any of our branches.

By post

## 2 How can you sign up for EPS?

You can ask your usual pharmacy to sign you up. Once you have nominated your pharmacy your prescriptions will continue to be sent to this pharmacy until you tell us you want to change. If you have already nominated a pharmacy your prescriptions will be sent there.

## 3 Can I change my nomination or cancel it?

Yes you can. If you don't want your prescription to be sent electronically please let us know (via our website, if possible, by selecting "Prescriptions and Medicines Centre"). If you wish to nominate a different Pharmacy simply approach the pharmacy of your choice – the new registration will supersede any previous registration. Please ensure you do this well before the next prescription is due or your prescription may be sent to the wrong place.

## 4 I am a "dispensing patient" and I collect my medicines direct from the surgery – will this affect me?

No – you can continue to collect your medicines from the De Parys or Bromham branches as normal

## Telephone Friendship Service

Age UK, Bedfordshire has announced a new free telephone friendship service called The Telephone Friendship Network (TTFN).

This service is offered to all people in Bedfordshire aged 50 and over who may benefit from a friendly chat with someone who cares and has the time to listen.

For more information call 01234 360510 or email:



[enquireies@ageukbedfordshire.org.uk](mailto:enquireies@ageukbedfordshire.org.uk)

## Who to contact when the surgery is closed

Urgent care for minor illnesses and injuries	Pharmacies Walk in Centre, 93 Queen's Drive, Putnoe, Bedford. Open Mon-Fri 8am–2pm & bank/ Sat holidays 8am-5pm	01234 319 992
Advice for an urgent medical problem which cannot wait until the surgery is open	NHS 111 for advice and on call doctor if required	111
Emergency, choking, chest pain, blacking out, blood loss, broken bones	A&E and 999 are for life threatening illness and major accidents only	A&E or 999

## De Parys Group Contact

### De Parys

23 De Parys Avenue  
Bedford  
MK40 2TX Tel: 01234 351022

### Bromham

Molivers Lane  
Bromham  
MK43 8JT Tel: 01234 826505

### Goldington

2 Goldington Road  
Bedford  
MK40 3NG Tel: 01234 351341

### Church Lane

147a Church Lane  
Bedford  
MK41 0PW Tel: 01234 351341

### Pemberley

32 Pemberley Avenue  
Bedford  
MK40 2LA Tel: 01234 351051

**Email:** [thedeparysgroup.co.uk](mailto:thedeparysgroup.co.uk)

**Website:** [www.thedeparysgroup.co.uk](http://www.thedeparysgroup.co.uk)