

# Pembroke Surgery Autumn-Winter 2019-20 Newsletter

With whom do I need to book my appointment? Which clinician can best help me?



At Pembroke Surgery we have a multi-disciplinary clinical team ranging from experienced GPs to Health Care Assistants. Using a multidisciplinary clinical team means that patients often do not need to see the GP for the majority of their medical queries. This allows our GPs to deal with more complex medical issues which can also include ultrasound examination. Please note that Dr D’Cruz is the only doctor who performs ultrasound scans and these appointments are always held at Eldon Square. The table below sign posts the roles covered by our various clinical team members.

	GP	Clinical Pharmacist	Nurse Practitioner	Practice Nurse	Health Care Assistant
Chronic disease reviews		Yes	Yes	Yes	
Medication review	Yes	Yes	Yes		
Children’s vaccinations			Yes	Yes	
Smear tests			Yes	Yes	
Travel vaccinations			Yes	Yes	
Blood pressure reviews					Yes
Blood tests					Yes
Lumps and bumps	Yes	Yes	Yes		
Dressings			Yes	Yes	
Follow-up dressings					Yes
Ultrasound examinations	Dr D’Cruz only				
Contraceptive implant			Nurse Kim only		
8 week baby reviews			Nurse Kim only		
Medical emergencies	Yes	Yes	Yes		
Minor illness		Yes	Yes		
Flu injections				Yes	Yes
Ear syringing					Nurse Jacqui only (following guidance from a clinician).

Our reception team is happy to guide you when you call and will offer you an appointment with the practitioner who is best suited to deal with your need. Please be aware that our GPs are always available to manage patients attending appointments with other Practitioners on the same day if this is medically required.

### Flu campaign 2019-20

Appointments for flu and pneumonia vaccinations and intranasal drops are available from the 14<sup>th</sup> October 2019.

Patients over 65 and those considered to be **at risk** e.g. patients suffering from asthma, diabetes, immuno-suppression, pregnant women and other groups will have been notified and offered appointments by letter or text.

Please note the surgery is covering intranasal flu for all **well** 2&3 year olds. Older **well** children aged 4,5,6,7 & 8 will be vaccinated through the school programme. Those parents not wanting the intranasal drops for their child (the product contains a gelatine stabiliser) should be aware that they will need to wait until the Surgery will have immunised the majority of the **at risk** groups.

Seasonal injectable vaccine stock will then be available on a first come, first served basis to use up any remaining supplies.

Pneumococcal vaccinations continue to be available to all patients over 65 years and **at risk** 2 to 64 year olds who require it during the flu campaign.

Patients not in any **at risk** group can be vaccinated for a small fee at participating pharmacies and supermarkets.

### Federated 7 Day Working-Enhanced Access appointments extended across Reading

Pembroke Surgery is now part of the "Reading Central Network" serving around 50,000 patients and our fellow practice members are:

Melrose Surgery, Eldon Road Surgery, Kennet Surgery, Chatham Street Surgery, Abbey Medical Centre, Reading Walk-in Centre and Russell Street Surgery.

Out of hours appointments have increased following changes in the GP Contract in 2019-20 and Primary Care Networks are working on a rota system so that patients can access enhanced appointments at any of the above participating practices.

Pembroke Surgery offers Thursday late appointments at Eldon with Dr D'Cruz; Mr Awan Clinical Pharmacist will be working alongside Dr D'Cruz at Eldon Square on some Thursday evenings. There are early morning appointments on Friday morning with Dr D'Cruz between 7-8am and a number of HCA slots before 8am as well as fortnightly on Saturday morning appointments fortnightly with Nurse Practitioner Kim. We also host a federated first contact physician specialising in muscular-skeletal disorders who has several sessions each week to manage initial patient assessments. These appointments are generally made by our triaging clinicians following discussion with patients.

### Staff update

Nurse Zahra Estiaghi has a new job at another practice. James Sullivan is now undertaking secretarial duties as Ottavia Bucher takes maternity leave. We have lost Mr Sam Warrior as he has now become a tutor .