

## Pembroke Surgery Summer Newsletter 2023

We would like to introduce you to two new staff members in this newsletter who have joined the skill mix at Pembroke Surgery.



In 2022 Tracey joined the team as a trainee nurse associate.

So, what is a Nursing Associate?

A nursing associate is a new member of the nursing team whose role is to bridge the gap between Health Care Assistants and registered nurses. NAs work with people of all ages, to deliver elements of health and social care, in a variety of settings. Their role 'frees up' time for

our registered independent prescribing nurses to focus on more complex cases. The NA role is a stand-alone role but does also allow for professional development and ultimately a graduate level nursing qualification, if the individual so wishes.

Tracey has a special interest in the management of chronic ulcers & wound care. Tracy has lived and worked in Reading all her life. Her previous role was working in the Renal Community Team as a Health Care Assistant for the Royal Berkshire Foundation Trust. Tracey is enjoying the new challenges and opportunities in Primary care working alongside our multidisciplinary team. Nurse Kim is her lead mentor as she works towards qualifying as a Nursing Associate.



Lincoln has joined us as a Senior Care Co-ordinator.

So, what is care co-ordination?

Care co-ordinators help patients to 'navigate' the health and social care system, using what's available most efficiently. This means ensuring patients are in contact with the right teams at the right time. They aim to support the more active participation in one's own health and social care. They help assess people's changing needs and our good at sign posting accordingly. By linking up with our Social Prescriber they can ensure what can be done for a given patient is put

in place and is effectively being monitored so they liaise with Social Services and Voluntary Agencies.

Care co-ordinators provide extra time, capacity, and expertise to support patients in preparing for, or in following-up on conversations had with primary care professionals. They work closely with GPs, Advanced Clinical Practitioners (Mr Sam Kingsley) and other clinical staff at Pembroke Surgery to identify, put in place and monitor available resources required to address the changing needs of patients on their caseload. We are employing more Care co-ordinators and expanding the skill set of our MDT to help our frontline experienced clinicians deal with the ever increasing demand being placed on "GP Services" as the NHS looks to move more and more cases out of hospitals earlier into a community/domestic setting.

Physical needs are but the tip of the iceberg in many situations. Patients with chronic mental health problems, learning disabilities, the elderly and frail, once in the community, depend upon Primary Care to co-ordinate on going service delivery across the spectrum of health and social care services.

## TRAVEL VACCINATIONS

If you require NHS travel vaccinations please book an appointment with our Senior Nurses preferably 4-6 weeks prior to your departure. The travel vaccinations provided under the NHS are diphtheria, tetanus and polio, typhoid, hepatitis A and meningitis. Prior to attending any nurse appointments for travel vaccination please complete the travel form which is available from reception or on the website.

If you require any non-NHS travel vaccinations (rabies, Jap B, tic born encephalitis and yellow fever). Please contact an alternative provider for these vaccinations, for example, the Masta Travel Clinic on 0330 100 4200. Please note that the surgery charges £20.00 administration fee for the issue of a single malaria prescription. We can only accept cash payments currently.

We recommend that you stay safe in the sun, whether in the UK or abroad, by staying in the shade in the middle of the day covering up and by using a high factor sunscreen.

Please note that the surgery is currently unable to provide the course of occupational Hep B injections, due to the demand for NHS appointments. Patients are now requested to source these injections privately or through their employer's health scheme.

## NEW TELEPHONE SYSTEM

Please note that we have recently had a new telephone system installed in the surgery. It is a cloud based system endorsed by NHS England. It aims to improve accessibility. However Nationally there have been issues with "band width" and this is resulting in "teething problems" that we are having to work through. Our end point is to provide connectivity 24/7, enabling patients to book on-line or via our automated system. Sadly we continue to experience an unacceptable number of wasted appts – booked by patients but then not cancelled in time to enable re-use. This is something we take very seriously and can result in extreme circumstances, in patients being asked to register elsewhere.

In order to access our 24/7 automated service it is very important patients ensure we have a record of their **current telephone number(s)**. **Likewise addresses MUST be up to-date to ensure referrals are correctly made.**

## ZERO TOLERANCE

We regret to have to make mention of rude aggressive intimidating behaviour that our staff have had to endure on occasion. The NHS will remain under immense pressure for the foreseeable future. The lack of English as a first language for an increasing number of our patients together with the demand for same day access, adds to unpredictable delays in the running of our appointments. All patients are reminded unacceptable intimidating behaviour will result in the **immediate cessation of registration with Pembroke Surgery and formal reporting of the incident, with details, to NHS E.**

## ALL GOOD THINGS COME TO AN END

After a generation of service, our Practice Manager is retiring with plans to see more of the World than the four walls of her office ! We wish Rosie every happiness and an opportunity to pursue other interests with her hubby, who gave freely of his time in the running of our covid vaccination hub.

**Please visit our Website for additional information about services offered by Pembroke Surgery.**  
[www.pembrokesurgery.com](http://www.pembrokesurgery.com)