

Information from the Practice - 01.11.2024

So, for this blog I wanted to talk about something that is a pet hate of mine but also something that I am guilty of on a regular basis. Not a great way to start I know.....

Mobile phones. It is estimated that 60 million of us in the UK have a smartphone!! The media is highlighting stories of how it is being used negatively and the impact it is having on the younger generation, and quite rightly so – There does need to be more education for us all on the dangers of the internet, scams and those who have found them as a tool to do harm.

I do also feel that a lot of what we see in the world is lost through the phones.

My partner took his daughter to a Melanie Martinez concert recently (other pop stars are available) and he sent me a selfie picture of them smiling with bags of merchandise, duly purchased and our bank account duly dilapidated. It was a beautiful photo of pure joy, but what struck me was the sheer volume of people not watching the concert, rather they had their hands in the air holding their mobile phones recording the show. AND watching their phones whilst doing this rather than the concert they had paid to see. Is this sad as people could be missing the true experience of being at a concert? (albeit cramped together, hot, loud and sweaty – but that is the experience!) or a positive that they have those memories recorded to look at for years to come? (the recorded memories I have of my child were filmed on a camcorder and are stored on tiny tapes I have no idea how to view).

I spoke to a few of our clinicians about this and how it relates to GP land, and they too feel that there are positives and negatives.

The biggest negative is where patients are on their phones during a consultation. Apparently, there are many people who take calls, are sending messages or even playing games whilst in a consultation – who knew that was a thing??? I wouldn't have known without asking.

Dr Google – can be a positive and a negative. It is fantastic that people are proactive and are researching their health and supporting self-care. It is the most proactive way to manage your health and lifestyle. However, I would be inclined to think that utilising medical information from the NHS website is much more reliable than a social media platform such as TikTok.

So please, please, please, when it comes to accessing our services, **DO** use your phone to access Ask My GP or our many tit bits of information and feedback on our website or NHS support, take selfies **outside** the building, amuse yourself in the waiting room, but also can we ask that when you are in a consultation room that mobile phones are put away so the doctor can focus on you and your needs.

Thanks for reading.

Jennie

Ask My GP

is open for requests:

Monday - Friday
05:00 - 11:00

Where possible we are an on the day service for appointments.

Please refrain from calling to chase your request the day you have placed it. Our GP's are working hard to triage all requests and we will contact you - this could be via message on AMGP, text or telephone call.

Dispensary is open
Monday - Friday
08:30 - 17:30

Not all staff are trained to manage your prescriptions on the telephone please do not call to order medication.

Please allow a minimum of 3 working days between ordering medication and collection.

Please note we are a 28-day prescribing practice.

Updates.....

[Facebook](#)

[K2
Healthcare](#)

[ICB](#)

[HealthWatch](#)

[Website](#)



Telephones

Drumroll please.....

The long awaited new phone system will be implemented on Wednesday 6th November!!!!

I know this has been a long time coming, but we have finally got to the finish line.

What this means for you:

There will be new options when you call us. This will include the normal departments but also if you just need to cancel an appointment there is an answerphone message you can use so you don't need to wait in the queue.

There will be a call back option for the Care Navigators. So rather than waiting on the line you can use this service and we will call you back automatically when you are at the front of the queue (your position won't be lost by using this option).

Phone lines will be open Mon - Fri:

Care Navigators: 08:00 – 18:30

Dispensary 10:00 – 16:30

Secretaries 10:00 – 15:00

Test Results 14:00 – 18:30



On The Day Service. Not news per-se but still many people don't

know that you contact us on the day you need a GP/Clinician.

Obviously, bloods, Nurse and HCA appointments are plannable and can be booked up to 6 weeks in advance. But GP, Nurse Practitioner, MSK Practitioner are on the day where we possibly can.

If you can't make the appointment we offer you – do you need it?



Non-Urgent ECG's. Your clinician can book you directly into

these via our clinical system. ALL ECG's will be held at the Community Diagnostic Centre (CDC) Gonerby Road, Gonerby Hill Foot, Grantham, NG31 8HY.

Remember you will need to consent to sharing your medical records – rest assured that this only means you are sharing access to relevant information to other healthcare professionals who do not work directly for Millview. You can at any time revoke this, however, it is important for secondary care and community services to also access this information.



Post operative/procedure care is no longer delivered in

practice. As part of your discharge care you should be booked into this service from your hospital ward/department.

Please ask them for this. If they do not provide this you will need to call 0300 123 4868 and this will be booked for you at the Grantham Health Clinic, St Catherin's Road, Grantham. NG31 6TT

Did you know?.....



Hidden Gems

Have you met Oz??? He is our MSK Practitioner. He works only at Heckington (as this is his base with the room he requires), and he deals with all new MSK related issues. He will do a full assessment so please expect first appointments to be 20 minutes long. He can prescribe, refer, interpret diagnostics, make care plans, diagnose and patients are booked in directly with him rather than a GP.



Website.

at www.millviewmedicalcentre.co.uk you can do so many things. Obviously, it is there for people to access Ask My GP, order prescriptions and find our basic information. But there is so much more. News & Updates, feedback for the surgery, feedback on a recent consultation, Patient Participation Group information, ability to cancel appointments, details for the minor injuries and urgent care services, screening information, practice information, news and updates, how to guide for Ask My GP. Please take a look, if you would like to see information which is not on there just let us know.



The difference in blood tests

If a consultant/hospital provide a patient with a blood form (this is the completed form with attached clear bag) then these bloods can be done in the hospital the same day, or if they are future dated, they can be done in practice.

This is because that form you are given has the consultant/department details on and the results will be sent back to them to manage and monitor.

If a consultant/hospital write to us asking us to take bloods at periodic times this means they are asking us to process those blood tests and the results come back to our GP's to monitor and manage. In some cases, we may feel that this is not the most appropriate course of action, and these may not be completed in practice.

This is not so much to do with who conducts the blood test, rather, who the results to go to interpret and manage taking appropriate action for your care.

In October we booked 6,412 appointments for patients.



Over 44 hours of this time was wasted due to non-attendance.

We have 12,200 patients registered at Millview Medical Centre.

We look after 3 local care homes and their residents.

Did you know?.....



Blood Tests Locally

We only have so many blood test appointments, if your blood test is urgent and we do not have any appointments in the time frame you need you can book online directly at one of the local hospitals as below:

Pilgrim Hospital. Monday – Friday 08:50 – 16:40

T: 01205 446333 – Lines open - Monday to Friday 14:00 – 15:00

Book Online at: [Boston Blood Test Bookings \(office365.com\)](https://office365.com)

Lincoln County Hospital. Monday to Friday – 08:00 – 17:00

T: 01522 573754 – Lines open Monday – Friday 14:30 – 15:30

Book Online at: [Blood Tests LINCOLN \(age 12y and over only\) - CHECK ALL CUBICLES \(office365.com\)](https://office365.com)

Grantham District Hospital. Monday – Friday 08:30 – 17:00

T: 01476 464706. Lines open Monday – Friday 14:30 – 15:30

Book Online at: [Blood Tests GRANTHAM \(age 16 years and over only\) \(office365.com\)](https://office365.com)

For details of blood clinics in John Coupland Hospital, Gainsborough, Johnson Community Hospital, Spalding and Skegness and District General Hospital:

[Community Hospitals :: Lincolnshire Community Health Services NHS Trust](https://www.lincolnshire.nhs.uk)



Differences when a consultant tells/writes to you stating “I am referring your care

back to your GP” or asking us to continue prescribing / monitoring your care. This can mean lots of things some we can do and some we cannot.

- If your consultant has discharged you from their care this will be because they have managed your care, and they require no further intervention to support you. From here if your symptoms/condition deteriorates or changes you can contact them directly or contact us and we will refer you back into their service
- If you are still under the care of your consultant and they place you on a medication and ask us to continue prescribing it, or they provide you with blood forms for monitoring – we can do this for you. Please note that if a consultant puts you on a specific medication which you cannot get at your local chemist or there are national shortages (as we have seen with ADHD medication) this is not something we can control. You are essentially still under the care of your consultant, and we will need to contact them for an alternative.
We will be checking that you have a minimum of annual monitoring by your consultant for this as they have to monitor you throughout this process.
- If you are referred to or are under the care of your consultant and they ask that we complete regular bloods, complete certain monitoring diagnostics and monitor/manage those results we may defer this back to your consultant. This is because as a General Practitioner all investigations we can do will have been done and you will have been referred for that specialist intervention. We do not have the equipment, nor the uniquely qualified staff required for these services.