**Information from the Practice
February 2025**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**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.

As usual my blogs tend to start with an item on the news which has
sparked either my interest or my frustration. It seems at present that GPs are not the brunt of talk shows and guests on the morning news. It seems the switch to give us respite has gone to dentistry for the time being.

Don’t get me wrong, I am all for improvements and more GP’s, more appointments, faster access etc. But I haven’t seen an increase in our income or the abundance of GPs looking for jobs…... As yet.

Because of this I wanted to highlight some of the help and support to be sought in the community. Your local pharmacy is an untapped resource which you can just walk into!
New acute issues such as cough, cold, sinusitis, thrush, constipation, diarrhoea, indigestion, acne, dermatitis, hair loss, rash, earache, impetigo, shingles, pain and swelling. And as the new season approaches remember they can support hay fever and insect bites.

The NHS also has a lot of information on self-care and self-management and links to this can be found on our website and whenever you access Ask My GP.

Also to help free up some (actually a lot) of appointments we have installed a Health Pod in the Heckington waiting room. This machine will take your weight, height, pulse, blood pressure and BMI. It does talk, but only instructions. It will tell you when to stand on the machine, when to put your wrist in the BP reader, and when you can and can’t talk.
What it won’t verbalise is any of your results. These are printed on a small ticket that you take to reception or give to your clinician at your appointment for us to put onto your records. It is not too dissimilar to the old-fashioned machines you used to see in Boots, except this won’t cost you 50p.

There are so many of our patients who are required to provide us with this information on a regular basis that this will help to free up so many preciously needed appointments. If our team are filled with appointments to take weight and height that is less blood tests availability, less vaccination slots, less health checks, less monitoring activity for things such as INR and diabetes.
I am not a fan of monitoring my exact weight and have, for many years, used the very technical process of going by how my clothes fit. To ensure the people who need to know do know, I did use the health pod. And to be honest a slight position of my little finger on the receipt sized print out meant I still didn’t see it but my doctor will now it has been handed in!

If you have any feedback or constructive suggestions please use the forms on our website at [Practice Updates and FAQ « Millview Medical Centre](https://millviewmedicalcentre.co.uk/home/practice-updates-and-faq/)

Thanks for reading.

Jennie

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…….**

* **Telephones**Option 1 – Care Navigators (our Reception Team)
Option 2 - Dispensary
Option 3 – Answer Phone (cancelling appointments)
Option 4 – Medical Secretaries

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?

Also if you have placed an Ask My GP request please give us time. All of these are looked at by a GP. They need the time to look through, prioritise and inform our care navigators when and who to book appointments with. We are receiving a high volume of calls where patients are chasing the process and they AMGP request has only been placed a very short time ago (as in under an hour).
* **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

[**Facebook**](https://www.facebook.com/MillviewHeckingtonSleaford)

[**HealthWatch**](https://www.healthwatchlincolnshire.co.uk/)

[**ICB**](https://lincolnshire.icb.nhs.uk/)

[**K2 Healthcare**](https://lpcna.nhs.uk/primary-care-networks/k2-healthcare-sleaford)

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

Did you know?...........

*

*
*
*

**Hidden Gems**
Have you met Tracy and Jamie??? They are our Health Care Support Workers. Tracy has worked at Millview for coming up to 14 years and Jamie is the new boy in town having been with us now for 2 years.
With a fabulous bedside manner they support our patients with blood tests, dressings, diabetes checks, health checks, wellness checks, vaccinations, INR tests, compression stocking measurements. Please help free up their time by using our Health Pod (in the waiting room) to take your weight, height and blood pressure.

**Website.**
at [www.millviewmedicalcentre.co.uk](http://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 all results will be sent back to them directly so that they can monitor and manage your health appropriately.
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 to do with who conducts the blood test, rather, who the results to go to interpret and manage taking appropriate action for your care.
If we have referred you into a specialist, we want that specialist to have the overview of your care for that specific condition.

**In January we booked 7,327 appointments for patients.**

**Over 51 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 )pen - Monday to Friday 14:00 – 15:00
Book Online at: [Boston Blood Test Bookings (office365.com)](https://outlook.office365.com/book/nlgtrBostonBloodTestBookings%40nhs.onmicrosoft.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://outlook.office365.com/book/nlgtrPathLinksPhlebotomyAppointments%40nhs.onmicrosoft.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://outlook.office365.com/book/nlgtrGranthamBloodTestBookings%40nhs.onmicrosoft.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.lincolnshirecommunityhealthservices.nhs.uk/our-services/community-hospitals)

**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.