

Information from the Practice - 02.10.2024

I saw a section on Good Morning Britain today which made me evaluate the communications we send out to our patients. There was (in my opinion) a very friendly, knowledgeable, and transparent GP discussing general practice and the style of appointments available to patients. As is usual on morning television interviews, they often have other parties involved usually as they have lived experience or are professionally related to the topic at hand.

Today during this interview the GP who had been brought into the studio as a guest to answer questions and give his professional opinion surely did not know what he was in for. Whilst watching I started to feel empathic to the GP and quickly those emotions turned to frustration and then anger, and I found myself talking to and at one point shouting at my screen (very energetic for that time of the morning).

He was asked questions and no sooner than 4-5 words were out of his mouth he was interrupted – this was continual.

My feelings turned to resignation as there was only one-sided views and conversations. The GP in question, I feel, had that same look on his face – there was nothing he could do and no accurate information he could give.

It made me a little sad to watch, but it did make me think about our communications. Admittedly we don't have a television studio to use daily, but also there are no joined up ways to communicate where both views are heard at the same time on the same topic.

People can comment on Facebook or the website, write a complaint, voice views to staff, bring in (very much appreciated) cards and treats, but again most of these are one way.

So, I thought I would try out a new communications method. I will include in here any appropriate questions, thoughts, musings, or anecdotes which I have gathered from all mediums and try to give insight or proposed alterations for improvement from what ***both*** you and the practice have said.

This is my bid to reduce the volume of people shouting at a screen first thing in the morning – if it will work is another matter, but if you don't try you don't know, and it may just help early morning vocal cords.

Did you know there is a [Feedback & Suggestions](#) section to our website? You can drop a line into the practice, if you prefer to put pen to paper, or you can talk to us next time you are in practice. All of these I will attempt to address. Obviously, nothing personal will be relayed here, rather, general views and opinions and required information.

Albeit quite long – Here is the first practice update on all things Millview.

Thanks for reading.

Jennie

Ask My GP

is open for requests:

Monday - Friday
05:00 - 11:00

Where possible we are 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](#)



We have a new Nurse who joined the Millview family at the start of September. Grace had many training placements at Millview, and now qualified has accepted a position with us and we are pleased to add her to our team! Welcome Grace!!!!



We have a new Nurse Practitioner who joined our family on October 1st. Laura is local and has worked in the area for some time. We are pleased to have her on our team in a full-time position.



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.



Did Not Attend (DNA). Due to the high volume of people who repeatedly fail to cancel appointments, they will be contacted by the practice. Where appropriate we will email or write to you regarding this.

This is necessary to support our patients as there is an average of 40 hours of appointments being wasted a month. If we work together on reducing this there will be a considerable volume of appointments available for those who are able to attend.



Winter Vaccinations. This year COVID & Flu vaccinations will be given at the same time! Clinics have been made available and patients notified for these based on eligibility. Eligibility does vary from season to season and our clinical system will automatically tell us who can book an appointment. This is just one reason why it is so important we have all of your up-to-date information. If you think you are eligible but have not been notified, please contact us. You can do this on Ask My GP (Admin request) if you don't want to call.



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

We have an amazing team of Pharmacy Technicians who work tirelessly behind the scenes managing medication alerts, acting on regulated guidance and safety audits. This team do so much work for us behind the scenes that makes our jobs a lot easier.



Primary Care Networks (PCN's)

Many moons ago access to funding changed slightly and practices were joined together based on locality to form PCN's. This joint working enabled us to gain additional staffing in practice such as Clinical Pharmacists, MSK Practitioners, Pharmacy Technicians and our Millview Wellbeing Team.

Well I say 'we' in the broad term, when actually there is a fantastic organisation managing this work for us called K2 Healthcare. K2 look after our Sleaford PCN and the Grantham PCN.

Because of this you will see some similarities in the way local practices work and the staffing we have in practice. Our PCN includes ourselves Ruskington Medical Practice, Caythorpe & Ancaster Medical Practice, Billingham Medical Practice, The New Springwells Surgery and Sleaford Medical Group.



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 September we booked 6,412 appointments for patients.

Over 54 hours of this time was wasted due to non-attendance.

We have 12,185 patients registered at Millview.

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/BostonBloodTestBookings)

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/BloodTestsLincoln)

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/BloodTestsGrantham)

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/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.